

CASE STUDY

INETCO Insight Provides Significant Business Benefits to Calypso

Calypso, part of the Triton group of companies owned by the Dover Corporation, delivers high performance, cost efficient ATM network management and processing solutions. These solutions incorporate end-to-end services for many terminal types and communication protocols, including traditional leased-line ATMs and dial-up off-premise ATMs.

Servicing over 8500 terminals and 5 million transactions per month, Calypso's reputation for reliable and cost effective Electronic Funds Transfer (EFT) solutions has led to remarkable international expansion. Innovative alliances with transaction software leaders such as INETCO Systems Limited enable Calypso to manage its communication networks more cost-effectively and differentiate themselves through unique customer service offerings such as business transaction intelligence and real-time transaction monitoring.

The Challenge

In transaction processing, service disruptions causing transaction-related failures can significantly impact revenues for all parties involved. Calypso's challenge in monitoring its communication networks has been finding efficient methods to proactively monitor those services provided by its communication vendors and suppliers. In the past, Calypso would find themselves operating in a reactive mode, having to rely on communication vendors and suppliers to provide resources and data as the company worked to identify the problem by piecing together different parts of the transaction flow story. Data was collected and manually correlated from multiple sources such as transaction log analyzers, disruptive tracing tools, data center server reports and various root-cause analysis tools, but it was a very complex and time consuming process to gain full insight into the end-to-end transaction flow. Pinpointing the exact cause and location of issues on the transaction network took hours of labour and resource-intensive correlation, analysis and troubleshooting.

Calypso needed a cost-effective transaction monitoring system that would provide total command and control over all of the critical event data originating from multiple sources including the ATM, POS, telecommunications, and other extended networks. They needed an end-to-end transaction monitoring technology that would help them quickly determine:

- Where are issues occurring?
- Is it a network issue? An ATM application issue?
- Has a service level agreement been violated?
- Is it a capacity or routing issue?

The Solution

Calypso looked to INETCO Insight to provide business transaction intelligence, alerting and real-time visibility into the end-to-end transaction flow. As the first business transaction intelligence solution for ATM and POS networks, INETCO Insight uniquely correlates and displays transaction information captured at the network, transport and application layers. It also provides transaction performance management capabilities to continuously monitor traffic loads and quickly identify potential problems that could affect transaction completion rates, duration and application performance.

"INETCO Insight allows us to perform network health checks in less than 30 seconds and correlates network, ATM and transaction data, providing us early warning of potential problems. It enables us to perform real-time network troubleshooting, while analyzing transaction flow at the application, transport and network layers to speed up problem diagnosis."

DOUG EPP
GENERAL MANAGER,
CALYPSO CANADA/EUROPE/AUSTRALIA



ABOUT CALYPSO

Formed in 1999 as Canada's first ATM processor to deliver an ATM management and processing solution specifically engineered for the Triton family of ATMs, Calypso Canada processes transactions for thousands of white label ATMs in Canada, Australia, and the UK. A leader in the ATM transaction processing, reporting and settlement services market, Calypso delivers sophisticated and cost-effective EFT solutions to a wide range of ATM devices. Calypso is headquartered in Calgary, Alberta and is an operating company of Dover Corporation Canada (Limited), a subsidiary of Dover Corporation (NYSE - DOV). Dover is a worldwide, diversified manufacturer of industrial products.





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With INETCO Insight, Calypso can now visualize how each ATM terminal is performing, how upstream providers are responding, and how the payments infrastructure is processing transactions. This minimizes ATM downtime, ensures consistently high transaction throughput, and facilitates better capacity planning decisions and engineering response times that guarantee the best customer experience possible.

The Outcome

➔ Increased Productivity, Improved Customer Service, Less Downtime

INETCO Insight has enabled Calypso's network engineers to quickly identify problems before they impact customers' transaction throughput. Tracing performance problems that used to take hours of log analysis now take minutes. Engineers can quickly filter live transaction flows to look for specific patterns or data fields and can perform real-time network and application health checks resulting in proactive problem identification, increased productivity, less time spent troubleshooting, and more time spent on revenue generation activities.

➔ Improved Capacity Planning

Within several hours of deploying INETCO Insight, Calypso was able to gain a much stronger understanding of its network traffic patterns, specifically that its IP transaction traffic was much higher than expected. This shifted Calypso's business plan (and spending) to the necessary direction of concentrating on IP devices.

➔ SLA Management

INETCO Insight has also enabled Calypso to capture information on their third party performance and services delivery, such as bandwidth delivery, to better manage their existing Service Level Agreements.

What's Next...

With the initial success of INETCO Insight, Calypso now plans to utilize the solution as an operational tool for its helpdesk center and intends to use INETCO Insight as the proactive default alerting system for its transaction environment.

"Given the business transaction intelligence provided by INETCO Insight, we are able to proactively monitor our networks, eliminate unnecessary communication costs, and most importantly achieve our objective of maximizing ATM device performance. This has been a win-win-win for Calypso, it's ATM ISOs, and ATM cardholders."

DOUG EPP
GENERAL MANAGER,
CALYPSO CANADA/EUROPE/AUSTRALIA

THE RESULTS

- ➔ Proactive problem identification
- ➔ Increased engineering productivity
- ➔ Decreased transaction failures
- ➔ Improved capacity planning
- ➔ SLA management



INETCO Systems Limited creates business transaction intelligence solutions to help companies manage the performance of customer facing applications. The Company's core technology, INETCO Insight, provides both real-time transaction information and historical trending analytics to quickly identify issues impacting business critical processes, payment revenue streams, and the online customer experience. A recognized technology leader in the TCP/IP payment transactions space, INETCO products are currently deployed within financial, retail, and telecommunications IT environments in over 50 countries. INETCO is based in Vancouver, British Columbia. www.inetco.com