

RISE ABOVE YOUR COMPETITION WITH
TECHNOLOGY THAT MAKES A DIFFERENCE

Never has there been a better opportunity for you to acquire new customers and displace competitors. Never has there been a more urgent need from your prospects for a consolidated view of their entire environment. And, never has there been a better opportunity to partner with the industry leader – **INETCO**[®].

This is the right time to capitalize on powerful business transaction intelligence. Payment processors and other financial service providers are facing increased operational complexity and declining resources. Your customers need an innovative way to manage their high-performance, payment processing applications. And, you need **INETCO Insight**[®].

INETCO Insight is monitoring and management software purposely built for ATM, POS, and card processing environments. It has the unique ability to monitor every transaction in real-time and report on delays, failures, and unusual volume patterns, without requiring agents or code changes to the underlying transaction processing platform. **INETCO Insight** customers isolate problems faster, optimize their deployed infrastructure better and access critical information from reporting and analysis easier than their competitors who aren't using **INETCO Insight**.

In today's fast-paced business environment, efficient solutions to customer experience issues are crucial.

INETCO Insight® is a smarter way to proactively manage and monitor the world's most-demanding IT environments.

INETCO INSIGHT MAKES IT EASIER TO PERFORM THE FOLLOWING TASKS:

- Transaction Performance Management
- Application Roll-Outs
- SLA Management
- Application and Networks Capacity Planning
- Quick Network Health Checks
- Proactive Application Performance Monitoring
- Troubleshooting
- Customer Inquiries

“INETCO Insight’s real-time monitoring and threshold alerting capabilities provide our network operations and ATM support teams the ability to proactively isolate the failure point, prior to any customer service disruptions.”

[Doug Epp, General Manager, Calypso]

YOUR UNIQUE SELLING POINTS

Your customers will be able to isolate problems, optimize their deployed infrastructure, execute new rollouts, and access critical information for reporting and analysis much faster and better using **INETCO Insight™**.

As a result, you will:

- Build credibility as a purveyor and provider of innovative high-tech solutions
- Offer a competitive differentiator
- Add new life to your sales cycle
- Attain reseller, white label/OEM and hosted service revenue opportunities
- Re-engage with idle or dormant customers

THE PERFECT STORM

Rarely has the need for rapid access to complete transaction information been more urgent.

Upgrade efforts such as legacy modernization projects, virtualization, EMV, and ACI's upcoming Base 24 transition are putting pressure on organizations to make quick and far-reaching changes. Significant merger and acquisition activity and consolidation are further complicating the situation. Plus, a renewed business focus on customer service and experience leaves no room for error.

An organization that deploys management technologies to cope with these unique attributes will capture market share and marquee customers at the expense of competitors.





WE STRIVE TO CREATE END-TO-END SOLUTIONS THAT ENABLE YOU TO CAPTURE MARKET SHARE AND MARQUEE CUSTOMERS AT THE EXPENSE OF COMPETITORS

LIKE WINE AND CHEESE

Enjoyed separately but better together, complementary pairings have greater staying power. And **INETCO Insight** leverages this opportunity – with its unique perspective it also improves the value of traditional monitoring tools.

Traditional network and system monitoring software offers an infrastructure perspective by providing detailed monitoring of performance and throughput of various individual components to identify potential failure points or bottlenecks.

In virtually all but the most catastrophic of failures, traditional monitoring tools will not alert or indicate negative end-user experience. Traditional tools fail to help with any initiatives focused on customer service or customer experience.

Fortunately, **INETCO Insight** provides the end-user perspective and maps the experience to the supporting infrastructure components. **INETCO Insight** measures the complete end-to-end performance of the transaction, identifying the supporting infrastructure components it passes across and a breakdown of performance between each component.

When a failure or slow response impacts end-user experience, **INETCO Insight** empowers traditional tools and the teams that use them by identifying the problem source so they may focus their troubleshooting efforts and resolve the issue with minimal customer impact.

EXPERIENCE YOU CAN TRUST

With more than 150 customers and 25 years of experience in payment processing, **INETCO** understands the challenges of monitoring and managing high performance

transaction processing systems. Our technology was designed to address these challenges with a complete, correlated view of every transaction traversing complex payment infrastructures, regardless of protocol or underlying software/hardware.

The INETCO Advantage:

- Unique IP servicing a growing market
- Industry leader for developing and deploying proven technology for managing payment processing applications
- Deep expertise in network and application protocol software
- More than 150 customers in the world's most-demanding IT markets: credit card processing, telecommunications and financial services
- Proven in large-scale referenceable deployments
- Major customer wins and a significant pipeline of name-brand accounts

REAL SAVINGS

- Reduced failed transaction costs by 90% (\$180K in annual savings)
- Deferred unnecessary infrastructure upgrade (\$100K cost savings)

REAL BENEFITS

- Decreased problem isolation times by 70%
- 10% reduction in overall support costs

REAL RESULTS

- 100% ROI in less than 1 year

HOW INETCO INSIGHT WORKS

INETCO Insight® provides out-of-the-box support for a range of financial transaction types using standard financial industry protocols such as ISO 8583 and Visa 2. An application-agnostic platform, INETCO Insight can be configured to monitor custom transaction types, including those using HTTP or XML-based protocols.

The INETCO Insight architecture is made up of three major components:

Event Collectors – Monitor data activity

Event Processor – Decode and analyze transactions

Web Server and Client – Dashboard view of network activity

Transaction information is captured through INETCO Insight Event Collectors that “listen” to mirrored

network traffic from a SPAN or TAP port on a managed ethernet switch. These Collectors forward monitored transaction information to the INETCO Insight Event Processor. The Event Processor correlates the transaction information, performs statistical processing, and then outputs information three ways:

1. Through real-time alerts (e-mail or syslog),
2. To the INETCO Insight Web Server for interactive display, and
3. Into standard databases for off line reporting and analysis.

The INETCO Insight architecture adapts easily to change in your environment and provides visibility into 3rd party environments. It uses a mirrored port on a managed Ethernet switch to access network data-flow into and out of your core transaction application. No agents need to be installed and no code needs to change in your application.



INETCO Insight Web-Based Dashboard Interface

A real-time visual display of overall transaction rate, duration, ratios and concurrency



Suite 258 - 4664 Lougheed Highway

Burnaby, BC V5C 5T5 Canada

604.451.1567 All regions

sales@inetco.com

www.inetco.com