



News Story From Thursday, February 14, 2008

Inetco Systems launches payment applications monitoring tech for retailers

Inetco Systems, a provider of business transaction intelligence software, has launched Inetco Insight 3.1 for real-time monitoring of payment transactions processed through e-commerce sites and store point-of-sale terminals.

"Across the retail industry, companies are rolling out new payment applications that are more complex and subject to failure," says Marc Borbas, vice president of marketing for Vancouver, BC-based Inetco. "Insight 3.1 is a way for retailers and financial services companies to monitor payment systems and issues with payment card industry data security standards, which require retailers to log a lot of customer information."

Insight 3.1 is designed to help I.T. managers and risk management specialists view in real time how information flows through payment processing applications to learn, for example, what may be causing an online credit card authorization to freeze or a checkout process to produce a 404 error web page. "There is a disconnect in the way many systems are built, so that I.T. managers often don't see what the consumer sees when trying to process a payment," Borbas says. "Insight 3.10 enables the I.T. department to go from reactive to proactive mode to address problems."

Insight 3.0 provides web page dashboard views of multiple application transactions, enabling risk managers to look for patterns that may be associated with fraudulent transaction activity, Borbas says. The cost of the licensed application averages about \$60,000 for Tier 2 retailers, plus a 15-25% annual maintenance fee, he adds.



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