How Nedbank and Transaction Junction use INETCO Insight business transaction management (BTM) software to tackle transaction complexity and quickly get to the heart of any transaction issues affecting the end customer experience.

All across Africa the volume of financial transactions, from ATM withdrawals, to point-of-service and mobile bill payments, is exploding. And as the volumes of these multi-channel transactions grow, so does the complexity of the banking and payment networks required to process them—especially as more third party services (like Visa, Firstmonie, and Bankserv) are brought into the flow.

So how do banks and payment processors monitor all your electronic currencies as they move from front end applications, through network servers, and to third party back-end authorization points—and then all the way back again? What tool allows these organizations to quickly isolate application or network performance issues so that they can consistently maintain the high-level of customer service expected of them? Several leading financial institutions in Africa have turned to the proven INETCO Insight business transaction management (BTM) software as their solution.
Nedbank invests in payment platform transaction monitoring to manage growing complexity in payments services and banking systems architecture.

Nedbank, one of South Africa’s largest banks, has grown by over two million new individual and small business clients over the last two years. With every new customer comes a significant increase in banking transaction volumes. With two million comes a significant increase in transaction performance complexities.

Given its remarkable growth, Nedbank realized that investment needed to be made in monitoring capabilities to ensure that any transaction slowdowns or failures could be found before they affected ATM end-customers or merchants using Nedbank point-of-sale (POS) services. With a complex environment consisting of multiple switches, servers, and third-party back ends (such as Visa and Bankserv), Nedbank needed a solution that could provide the end-to-end transaction visibility into every transaction within its network to ensure that slowdowns were quickly addressed and failures averted. Nedbank recognized the need for business transaction management (BTM).

“Nedbank is experiencing a period of explosive growth and is investing in modernizing our banking architectures and processing systems.”

“As our banking IT infrastructure grows, so does the complexity of monitoring transactions. INETCO Insight is envisioned to be our not-so-secret weapon when it comes to real-time transaction slowdown troubleshooting, improving problem isolation times by up to 75% – which helps us manage costs, and, more importantly, maintain the high level of service that our customers have come to expect.”

Jason De Swardt,
Head of Nedbank’s new Payment Services Hub

Nedbank identified INETCO Insight as the ideal tracing tool to improve problem isolation times, with the knock-on effect of resolving customer queries faster, specifically from a technical perspective. INETCO Insight would allow Nedbank to keep their customers happy by ensuring that service delivery levels were kept high while monitoring and troubleshooting costs were kept low.

INETCO Insight monitors transactions from end-to-end, and provides real-time visibility and alerts into any slowdowns or anomalies before they affect end user experience.
Transaction Junction - Improving customer experience with real-time transaction monitoring and analytics

Transaction Junction is a subsidiary of Blue Label Telecoms Limited (JSE:BLU). The company provides end-to-end transaction management solutions such as electronic funds transfer (EFT) processing, switching and value added services (VAS) processing to retail and banking businesses within South Africa, India and Mexico. Customers include the SPAR Group, National Lottery, Capitec Bank, Total SA, Pick n Pay, and Woolworths.

As the VAS side of their business continues to expand, Transaction Junction has put a far greater onus on monitoring the performance and availability of their service suppliers. Revenues accruing from product sales are quickly on the rise for many of their customers. If a supplier connection fails, it usually results in a direct loss and a very dissatisfied customer. Transaction Junction was in need of a transaction monitoring tool to improve operational efficiency and gain better visibility into customer service delivery. Given the complexity and size of their transaction network, they needed a way to quickly isolate IT issues impacting consumers’ experience—and ultimately, the bottom line of Transaction Junction’s customers. If they could guarantee that all credit, debit, lotto ticketing, bill payment, prepaid electricity, and prepaid mobile air time transactions were secure and reliable, Transaction Junction could enable its customers to focus on their core business without risk of revenue disruption.

In September 2012, Transaction Junction deployed the INETCO Insight business transaction management (BTM) software to monitor its mobile prepaid airtime program in a number of established corporations within South Africa, India and Mexico. They chose the INETCO solution as it provided them an operational view of the transactional environment that reflected the customer experience, as well as streamlined their troubleshooting process so that many operational silos could use one tool to isolate issues within a matter of minutes.

The primary driver for the implementation of INETCO Insight was to provide an operational view of our transactional environment that reflected the customer’s experience. This is particularly useful when system performance degrades as opposed to complete system failures. INETCO Insight allows us to easily adjust our view and sensitivity to proactively detect the onset of system degradation.

Neal Bresler, Operations and Security Manager for Transaction Junction

Quick to Deploy. Immediate Results.

The software was installed in less than a week, and enabled Transaction Junction to monitor specific elements contained inside the application message to identify issues before customers did. As INETCO Insight didn’t require agents to be placed on their network, Transaction Junction was able to improve operational efficiency, quickly remedy transaction performance issues, and significantly reduce the monthly average of failed consumer transactions without slowing down their system with extra traffic loads.
About INETCO Insight

INETCO Insight is a proven transaction-centric analytics solution for monitoring all your critical banking applications within ATM, POS, and other self-service channel networks. It is the fastest deploying transaction management software in the financial industry, with no agents, no extra traffic loads, no transaction tagging and no switch changes required. INETCO Insight provides real-time alerts that help IT operations, applications support, and self-service delivery teams to:

• Quickly isolate slowdowns and communications failure points across today’s end-to-end transaction environments – including virtual, cloud and mobile network infrastructures
• Gain one stop visibility across all self-service channels and multi-vendor devices
• Monitor all core banking, third party and back-end EFT and interbank connections

For more examples of other organizations using INETCO Insight BTM software to improve service reliability, problem isolation, and the optimization of their applications’ and transaction environment performance visit: http://www.inetco.com/technology-banker/case-studies

About INETCO

INETCO Systems Limited creates transaction monitoring and analytics software specifically designed for self-service payment and retail banking environments. Our core technology, INETCO Insight, provides channel managers and IT operations teams with access to the real-time data they need to optimize service delivery and isolate transaction bottlenecks and failure points within complex multichannel environments - a proven average of 65-75% faster. Currently deployed in over 50 different countries, happy INETCO Insight partners and customers include global companies spanning the ATM, banking, retail, travel, telecommunications and payment processing markets.

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