



# INETCO Solutions for Omni-channel Transaction Monitoring and Analytics

Improve channel usage, extend incident management across your end-to-end infrastructure and understand the customer experience

## Unlock the value of customer transaction data

Whether it's tracking card performance across all banking channels, looking for unusual transaction activity, or gaining a deeper understanding of customer behavior and channel profitability, all these activities require timely performance monitoring and data analysis.

This is why it is time to make data accessibility the focus of your omni-channel banking strategy with INETCO's real-time transaction monitoring and analytics solutions.

## INETCO solutions – Real-time transaction data streaming for performance monitoring and analyzing the customer experience

INETCO software solutions provide a real-time, omni-channel view into all customer activities. Designed specifically for monitoring any type of application and transactional data found within complex retail banking and payments environments, these solutions enable financial organizations to process, monitor and analyze huge amounts of customer transaction intelligence in real-time, straight off the wire - without having to deploy intrusive software agents or changes to the switch.

Unique transaction correlation capabilities, advanced data interrogation tools and real-time alerts provide operations teams with a complete, end-to-end view into the performance of all self-service channel applications. Channel managers and marketing teams also benefit from on-demand access to this data through customized, easy-to-use dashboard analytics, predictive algorithms and reporting capabilities – **a true business lens into end customer experience, multi-channel profitability and operations performance.**

**INETCO solutions help channel managers and operations teams to:**

- Focus on customer experience and self-service convenience
- Resolve transaction performance issues faster and lower the cost-to-serve
- Improve channel profitability and uncover new revenue opportunities



## INETCO solutions benefits

With INETCO solutions, you will gain unlimited access to the customer usage data, end-to-end transaction performance data, and data visualization tools that you need to:

- **Establish a customer-centric view into channel performance and usage behaviors** to improve customer conversion rates and deepen customer banking engagement
- **Understand the ROI of each application and self-service device location** by breaking down the revenues and costs of digital transactions performed
- **Analyze overall channel profitability** based upon card types, transaction types, transaction amounts and customer product usage
- **Adopt more sophisticated cross-channel interactions and services** such as video tellers or third party service applications - without risk of service disruption
- **Meet regulatory compliance** by identifying risky transaction behavior and alerting to specific response code errors and anomalies in real-time
- **Improve availability, increase successful customer interactions, and lower first-call resolution rates** by isolating device, host connectivity, network and application issues affecting transaction performance **65-75% faster**



A real-time record  
of every customer  
transaction



A single access point  
into customer  
interactions across  
every channel



A flexible dashboard interface  
for easy on-demand analysis of:

- + operation performance
- + fraud & compliance
- + card management
- + channel profitability
- + customer usage

INETCO  
**Insight**

INETCO  
**Analytics**

To learn more about managing your **omni-channel banking environment**, visit the INETCO website or contact [sales@inetco.com](mailto:sales@inetco.com).