



## CASE STUDY

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# How EVERTEC Costa Rica, S.A. Improves Customer Service Levels and Proactive Problem Resolution with Real-time Transaction Monitoring

EVERTEC Inc. is a leading full-service transaction processing business that operates in 11 Latin American and Caribbean countries, including Costa Rica. The Company is headquartered in Puerto Rico, and provides a broad range of merchant acquiring, payment processing and integrated business solution services to customers across 26 Latin American countries.

With 30 years of experience in the transaction processing industry, EVERTEC remains committed to defending and expanding their market share, currently managing a system of electronic payment networks that process more than two billion transactions annually. They are one of the largest merchant acquirers in Latin America based on total number of transactions, and are the largest merchant acquirer in the Caribbean and Central America. They also own and operate the ATH® network, one of the leading personal identification number ("PIN") debit networks in Latin America.

**INETCO has helped EVERTEC Costa Rica, S.A. operations to:**

- Gain real-time performance visibility at the transaction-level, while meeting PCI compliancy
- Proactively identify application, network and connection issues before they impact consumer transactions
- Secure their long-term business in Latin America through exceptional customer service levels and faster mean-time-to-resolution

EVERTEC is focused on simplifying commerce for merchants, financial institutions, government agencies and consumers. Their ability to provide end-to-end transaction processing solutions from a single source across numerous payment channels and geographic markets differentiates EVERTEC from other providers that only have the technology, capacity and products to offer a portion of the processing chain. Customers who have disparate operations in several geographical areas benefit from an integrated technology solution that allows them to run their business as a single company. This competitive advantage also guarantees that EVERTEC is well-positioned to continue expansion across the fast-growing Latin American region.

## The Challenge

EVERTEC Costa Rica, S.A. acquires and processes E-commerce and point-of-sale (POS) transactions for a number of merchants and card issuers operating throughout Mexico and Central America. They pride themselves on their strong commitment to making sure "mission-critical" technology solutions work so their customers can issue, process and accept transactions securely.

EVERTEC Costa Rica was keen to leverage their existing business advantage as an end-to-end transaction processing solutions provider. But in order to expand market share and grow long-term business with their retail customers, they needed to exceed customer service level expectations. They recognized the need to:

- Manage the organic growth of the ongoing cash-to-card conversion and shift to electronic payments
- Introduce new value-add business solutions and new forms of payment without risk of service disruption
- Provide best-in-class customer service and customer care
- Proactively identify and resolve performance issues before they affect consumer experience and customer profitability
- Continuously capture and analyze data throughout the entire transaction processing value chain – while remaining PCI compliant

EVERTEC Costa Rica turned to INETCO, the established global leader in real-time payment transaction data, to deliver a monitoring solution that could provide performance visibility at the transaction level while meeting PCI compliance standards.

INETCO Insight empowers us to know, within seconds, when something is going wrong with one of our customers. EVERTEC Costa Rica has now proven its ability to exceed customer service level expectations by moving from a reactive to a proactive service model."

**MIGUEL AROCHO, CIO, EVERTEC COSTA RICA S.A.**

# The Solution: INETCO Insight® for Real-time Payment Transaction Monitoring

Designed specifically for the financial market, the **INETCO Insight®** real-time transaction monitoring platform has proven to be an extremely easy tool to adopt and implement across EVERTEC Costa Rica's entire customer base. The software is currently being used by the network operations center (NOC) and technical support team to proactively manage the performance of consumer transactions that cross over various payment and debit networks such as Visa, Mastercard and Clave (Panama). The flexibility of INETCO Insight's user interface and rules-based alert engine has made it possible to configure the solution to be able to centrally monitor disparate customer locations and a range of services, including:

- **Merchant acquiring services**, which enables merchants to accept and process electronic methods of payment such as debit, credit, prepaid and electronic benefit transfer (EBT) cards
- **Payment processing services**, which enables financial institutions and other card issuers to manage, support and facilitate the processing for credit, debit, prepaid, automated teller machines (ATM) and EBT card programs

Real-time, customized alerts are set up in INETCO Insight to instantly notify the NOC and technology support teams of things such as:

- Transactions taking more than 5 seconds to complete on a specific transaction link
- Lack of traffic due to a lost connection with an incoming channel
- Errors at the network communication level
- Higher than normal rate of transaction declines

With INETCO Insight, the NOC and technical support team gain a one-stop, real-time view into every end-to-end transaction path. The application payload data, the response and request times, and the network communications status for each link, along each transaction path, are automatically decoded and displayed. Instead of spending hours re-creating an event or waiting for it to happen again, EVERTEC Costa Rica can now, within seconds, understand the root cause of transaction activity loss, time outs and unexpected failures related to:

- A connection loss with an incoming channel, core banking or payments network
- A telecommunications or network problem
- A configuration issue with an inactive component such as the firewall, switch or server

Immediate identification of who owns the performance issue speeds up mean-time-to-resolution and helps EVERTEC Costa Rica guarantee their customer service level expectations are being met. Searchable transaction logs that hold up to 13 months' worth of historical data also helps reduce the number of expensive, resource consuming "blamestorms" that traditionally occur between customers, payment network providers, telecommunications companies, banks and the EVERTEC Costa Rica support teams which, in turn, delays resolutions and causes rifts in client relationships.

# The Benefits

INETCO Insight is positively impacting EVERTEC Costa Rica's customer experience delivery, operational efficiency and profitability. The software uniquely provides the NOC and technical support teams full visibility of all the moving parts that could disrupt customer service levels, making it easy to identify network outages, third party disconnects or application latencies that affect the way a consumer payment transaction gets done.

Noted benefits to EVERTEC Costa Rica include:

- Continuous monitoring of customer service level performance at the transaction-level, while meeting PCI compliancy
- Proactive identification of transaction performance issues before they impact consumer transactions and customer service levels — without having to re-create the event, or wait for it to happen again
- Faster troubleshooting and research of transaction chargebacks, bottlenecks and failures — on average, 65-75% faster mean-time-to-resolution
- Lower support costs, consolidated tools & faster recovery from application slowdowns & failures
- Centralized view of real-time transaction data gathered from disparate customer locations have a holistic view of the entire customer business

# The Future

EVERTEC Costa Rica continues to work with **INETCO**, with plans to expand their selection of customized real-time alerts and explore real-time transaction data use cases for fraud detection and prevention.

The screenshot displays the INETCO Insight interface. On the left, the 'Transaction Summaries' tab is active, showing a table of transaction links. The table has columns for Category, Status, Start Time, and Duration. The data includes several 'Network Management Request' and 'Network Management Request Response' entries, all with a status of 'Normal' and a duration of 0.000 sec. On the right, the 'Details' tab is active, showing a hierarchical view of the transaction data. The 'Summary' section shows the Link Name, Protocol, Msg Type, and Status. The 'Content' section shows the Process Code, Trans Term Local Time, and Term Id. The 'Times & Errors' section shows the Duration, Network Max Delay, Node Delay, Error Level, End Time, Network Total Delay, and Error Cause. The 'Network & Infrastructure' section shows the Collector Address, Destination Network Interface Address, Insight Event Collector Source Address, Destination Address, Insight Decoder, Network Type, and Source Network Interface Address.

SCREENSHOT: Real-time transaction profiles provide EVERTEC with a one-stop view into the network communications data and application payload messages contained within every link of an end-to-end transaction

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