



INETCO Insight® – Real-time transaction monitoring and data streaming platform

Quickly isolate transaction performance issues across omni-channel banking and payments environments

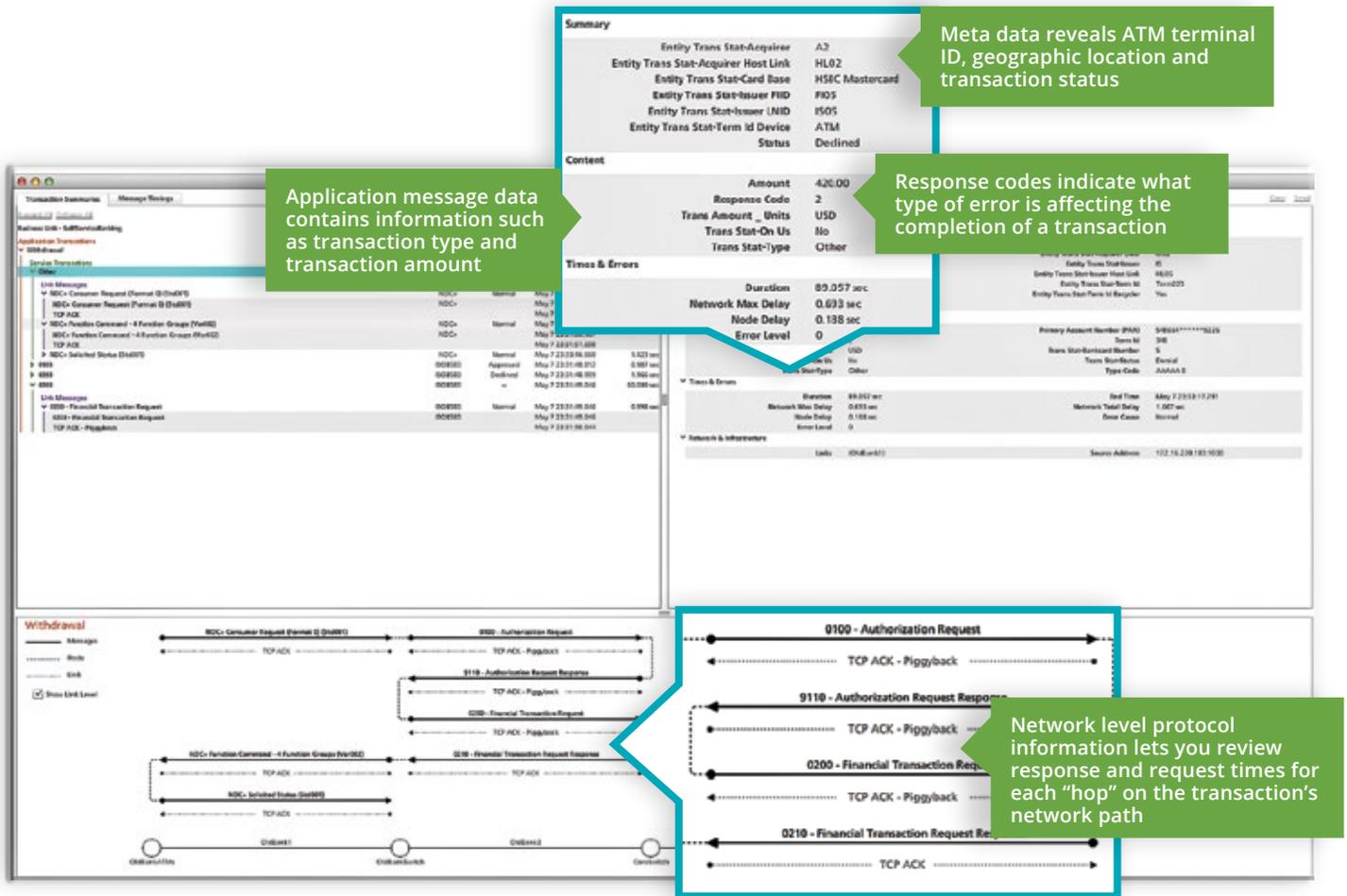
Retail banking and payment processing networks play host to an “always on” data source – consumer transactions. Each transaction contains revealing information on what the customer is experiencing, how networks and applications are responding, and what the business value of each transaction is from a revenue or service perspective.

Most banks and payment service providers know transaction data holds great value when it comes to improving customer experience, speeding up problem isolation and ensuring the highest possible service availability. But the cost and effort to retrieve, consolidate and understand this data should not exceed the benefits.

This is why IT operations and applications support teams all over the globe are now relying on **INETCO Insight®** – a real-time transaction monitoring and data streaming software platform that makes it easy to isolate transaction anomalies, bottlenecks or failures anywhere along a transaction path. Gain the full end-to-end visibility you need to manage expanding multi-channel banking environments, increasing infrastructure complexity, and the exploding growth in digital data.



FIGURE 1: INETCO Insight automatically correlates an end-to-end profile of each transaction that maps bottlenecks, slow-downs and network transport errors to the underlying infrastructure.



Acquire and stream real-time transaction data from the wire

INETCO Insight is a proven software platform that provides real-time monitoring and data gathering for transactions spanning all your self-service channels. A highly scalable solution, INETCO Insight combines transaction profiling capabilities, application performance analytics and end-user experience monitoring for a complete, enterprise-wide view into complex banking and payment processing environments.

What makes INETCO Insight unique is the ability to capture and correlate multi-protocol transactions across multiple hops, while operating independently of the underlying application being monitored. INETCO Insight's real-time correlation engine brings all this information together into a single transaction record, providing a complete end-to-end view into the performance of every transaction. IT operations teams and applications support teams receive instant notification when transactions slow down, time out or fail. In addition to early warning of performance issues and anomalies, channel managers and business teams can also use this data to analyze usage trends and identify opportunities to improve customer experience and profitability. Working from a common data set enables these teams to collaborate more effectively and quickly isolate third party system response issues, network communications failures, underperforming application components or infrastructure bottlenecks - on average 65-75% faster.

Lightweight deployment model for flexible data capture

INETCO Insight is designed to capture TCP/IP data off your network, meaning the collection and correlation of your transaction data does not require agents, extra traffic loads or any code changes to the transaction switch. Mirrored network traffic information can be captured from a SPAN or TAP port on a managed Ethernet switch. If a port is unavailable and you need to deploy a light-weight collector, this option is available as well.

INETCO Insight is vendor agnostic and can be scaled to monitor any custom, packaged and industry-specific applications within physical, hosted, virtual or Cloud-based production environments. The software correlates the end-to-end transaction path information, performs statistical processing, and outputs the information in three ways:

- As real-time event alerts or streaming transaction data and statistics, which can be forwarded to the **INETCO Analytics** application, or management systems such as NCR's APTRA Vision, Gasper Vantage or Fiserv Device Manager
- As real-time transaction alerts and statistics that can be emailed or displayed on the web-based INETCO Insight dashboard, and
- As a real-time syslog output that can be forwarded into any enterprise database of your choice for offline reporting and analysis

With INETCO Insight you will gain:

- A complete, "north-south" performance and availability view across the business, application and network infrastructure domains for every transaction
- A correlated "east-west" view of response times broken down by application, network and third party connection hops for every transaction
- One-stop visibility across all multi-channel and middleware messaging environments – no agents required and no touching the switch

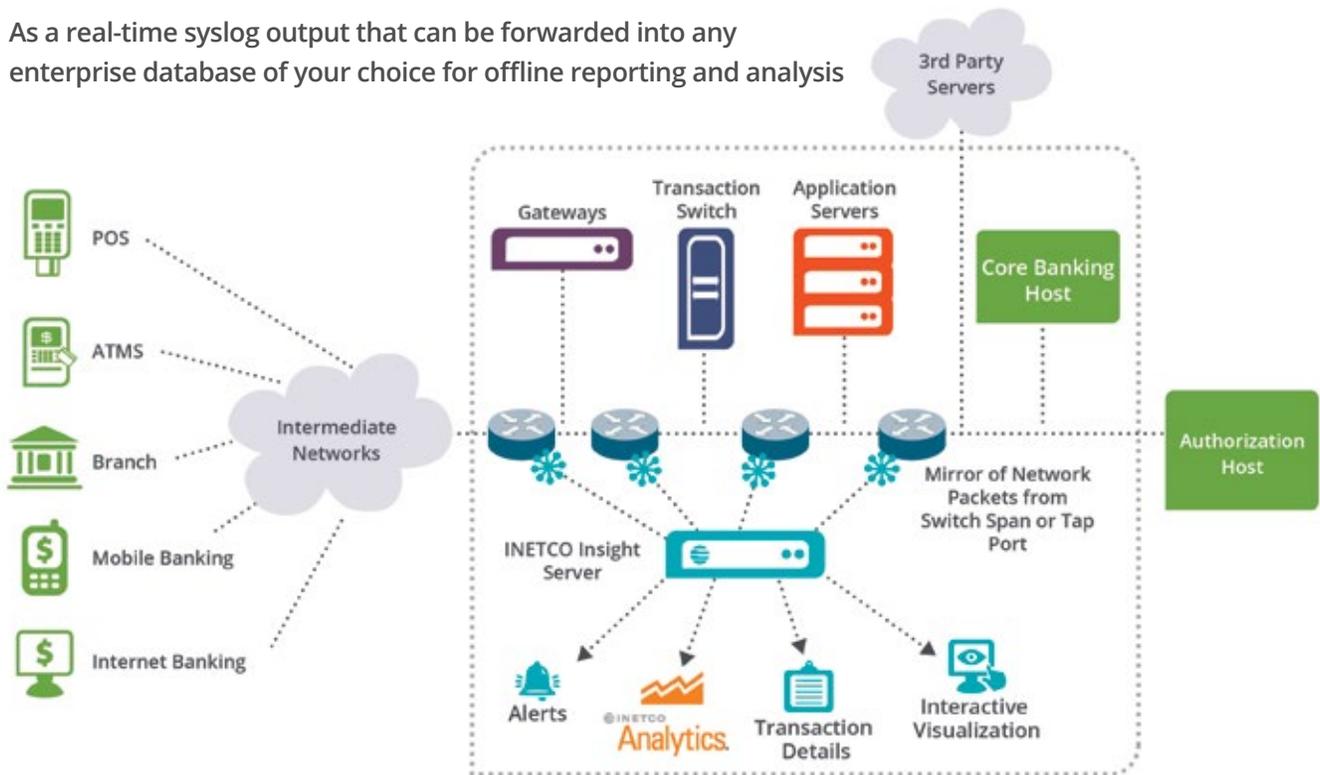


DIAGRAM 1: End-to-end transactions are investigated through the INETCO Insight user interface. Actionable, real-time alerts and statistical data can also be forwarded to the INETCO Analytics application, or management systems such as NCR's APTRA Vision, Gasper Vantage or Fiserv Device Manager.

"UBA is currently using INETCO Insight to monitor all of our e-banking channels. It has changed the way we engage our customers and helped us deliver a seamless omnichannel experience."

[NOSAKHARE EHIGIE - UNIT HEAD, POS SUPPORT, UNITED BANK FOR AFRICA (UBA)]

Benefits

Capture and access all your critical transactions from a centralized data hub. Quickly isolate performance issues. Improve profitability, reduce operational support costs and deliver an amazing customer experience with INETCO Insight.

Improve profitability

- Gain one-stop visibility into all self-service and middleware messaging transactions
- Leverage your monitoring investment across multiple channels and operations teams
- Get customized transaction management statistics to make better business decisions

Reduce operational support costs

- Experience 65-75% faster isolation of transaction slowdowns, time outs and failures
- Improve first call resolution rates
- Reduce the number of lost communications and no fault found service calls

Deliver an amazing customer experience

- Reduce failed consumer interactions and slowdowns by 25%
- Improve uptime and availability across all self-service channels
- Reduce the number of customer reported incidents

Features



Detailed transaction intelligence Create customized business statistics using data such as dollar amounts, card types, response codes, terminal ID's and transaction types



Continuous transaction monitoring and real-time alerts Receive instant notification of transaction slowdowns and failures caused by unresponsive applications and lost network or host communications



Universal forwarding capabilities Have real-time alerts, streaming transaction data or transaction statistics sent to the management system of choice (includes **INETCO Analytics**, NCR APTRA Vision, Gasper Vantage and Fiserv Device Manager)



Transaction logs with search, query and filter capabilities Perform on-demand research queries and quickly navigate through transaction log data for faster troubleshooting, reporting and investigation



Multi-hop transaction correlation and topology mapping Correlate end-to-end response time information, application messages, and network communications data for each consumer interaction



Automated transaction profiling View transaction data in a way that makes it easy to isolate device, data link, third party connection and application performance problems in seconds



Universal decoding engine Decode all transaction protocols and message types found in ATM, POS, Mobile Banking, Internet Banking and Messaging Middleware environments (includes TCP/IP, UDP, ISO 8583, VISA 2, FIX, NCR/NDC+, Diebold, Triton, XML, SOAP, HTTP, SQL, IBM WebSphere MQ, and AMQP)



Option of passive, network-based instrumentation or host-based information collectors Monitor without deploying agents, transaction tagging, extra traffic loads or changes to the payments switch



Configurable mobile and web-based dashboard displays Customize "one stop" management views for IT operations and applications support teams