INETCO® Solutions for Centralized Switch Monitoring

Continuously monitor your end-to-end payments infrastructure from one, centralized performance tool

Ongoing acquisition strategies has resulted in many global banks, payment processors and IADs being responsible for the performance of multiple switches located in multiple regions around the world. Efficiently managing these complex payments environments is challenging, but has never been more important due to the increasing margin squeeze on surcharges and transaction fees. This is why INETCO has made it possible to holistically monitor your enterprise-wide payments infrastructure from one, centralized performance tool.

INETCO Insight's all-in-one transaction monitoring, data streaming and switch performance management capabilities help you experience higher gross margins on each transaction due to:

- Lowered support costs through faster mean-time-to-repair
- Consolidation of IT performance tool costs
- Improved availability and transaction completion rates

INETCO Insight® – A centralized, real-time view into the performance of all switches and transactions – across every channel of your payments ecosystem
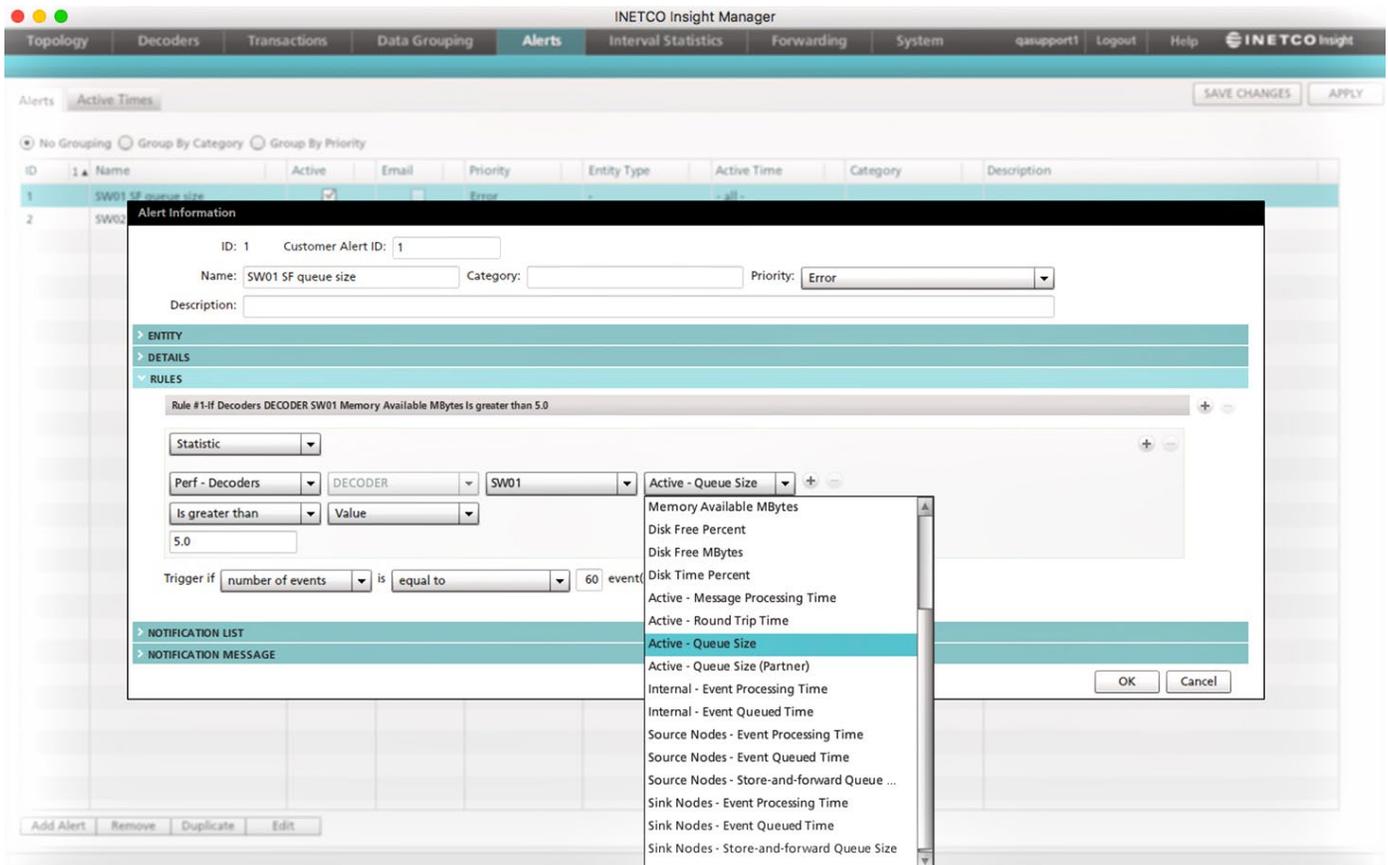
INETCO Insight continuously monitors the performance of every individual payments transaction, as well as the performance of all the different switches processing these transactions. IT operations and applications support teams now know the state of their switches at all times, and have the ability to proactively address issues – such as unexpected bursts of traffic, high memory consumption or configuration issues – before they impact transaction completion rates, service level delivery and profitability.

Specific switch application performance metrics captured by INETCO Insight include:

- **System boot time**
- **Disk bytes**
- **Disk reads and writes**
- **System up time in seconds**
- **Processor time %**

- **Available memory**
- **Free total disk space %**
- **Free total disk space**
- **Disk time %**
- **Network downtime**

SCREENSHOT 1 Example of customizable switch application performance metrics and statistics that are available within INETCO Insight.

Examples of real-time, switch related alerts include:

Active/Active Switch Alerts:
- Store-and-Forward message processing time
- Store-and-Forward message round trip time
- Store-and-Forward queue size
- Store-and-Forward queue size (active/active partner)
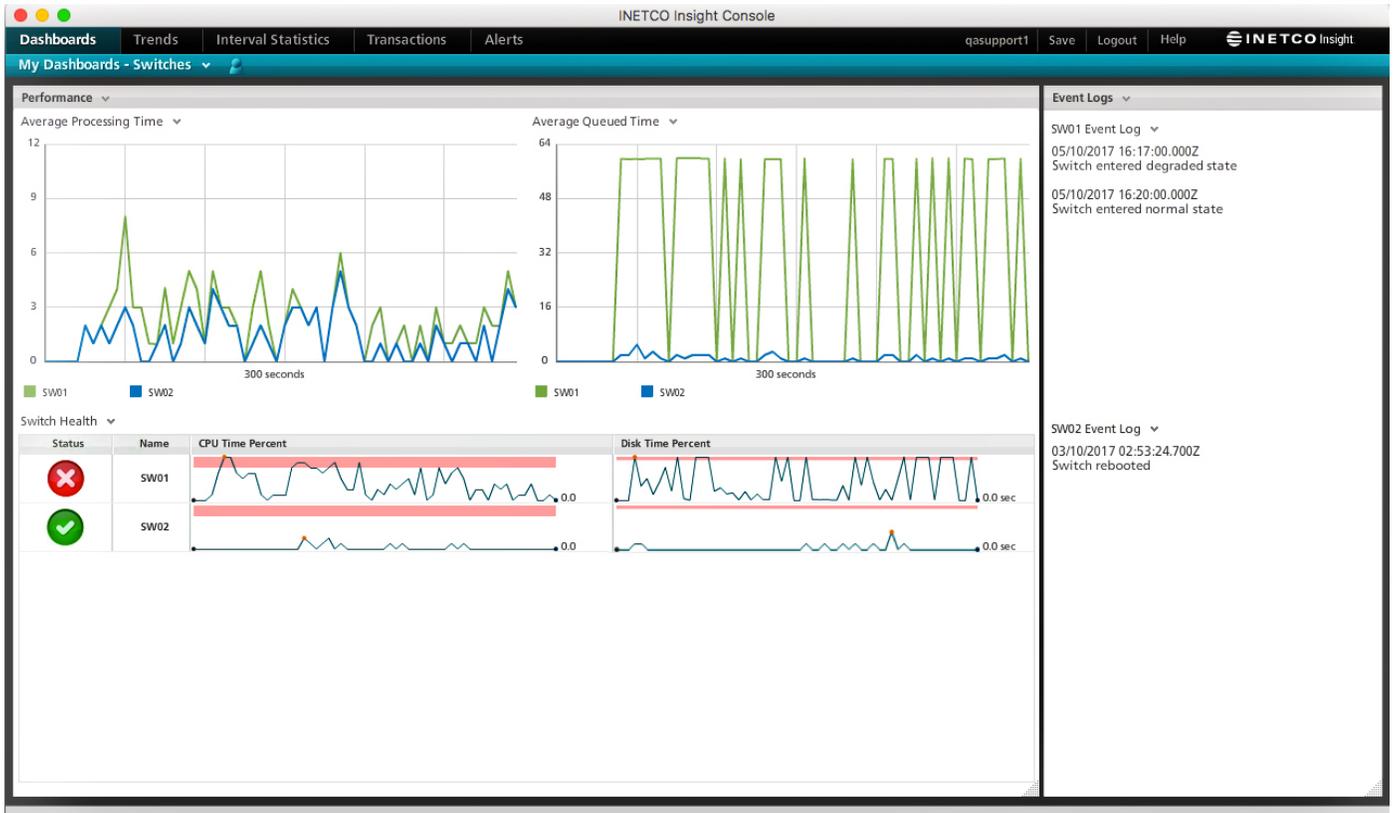
Internal Switch Alerts:
- Average event processing time
- Average event queued time

Sink Nodes Alerts:
- Average event processing time
- Average event queued time
- Store-and-forward queue size

Source Nodes Alerts:
- Average event processing time
- Average event queued time
- Store-and-forward queue size

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SCREENSHOT 2 A centralized, real-time view showing how multiple switches located in multiple regions are performing.

INETCO Insight benefits

With INETCO Insight's combined real-time transaction monitoring, data streaming and switch management capabilities, you can now experience a higher gross margin on every transaction through:

- **Reduced operational and support costs –** Isolate the root cause of switch and transaction performance issues in real-time; enable IT operations and support teams to resolve these issues 65-75% faster

- **Consolidation of payments tool costs –** Monitor your enterprise-wide payments infrastructure, and every one of your transactions, from one centralized tool

- **Improved availability –** Higher transaction completion rates and more consistent service level delivery will equate to greater profitability and an exceptional customer experience

To learn more about centralized switch monitoring and how to gain visibility into your end-to-end payments infrastructure, visit the INETCO website or contact sales@inetco.com.

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