



INETCO Insight® – Real-time alerting and transaction monitoring software to quickly isolate consumer transaction performance issues within ATM, POS, Mobile Banking and Internet Banking environments

Be Aware

Retail banking and payment processing networks play host to an “always on” data source – consumer transactions. Each transaction that travels across an ATM, POS, Mobile Banking, Internet Banking or Messaging Middleware environment 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 processors 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 software platform that makes it easy to isolate 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 electronic transactions.

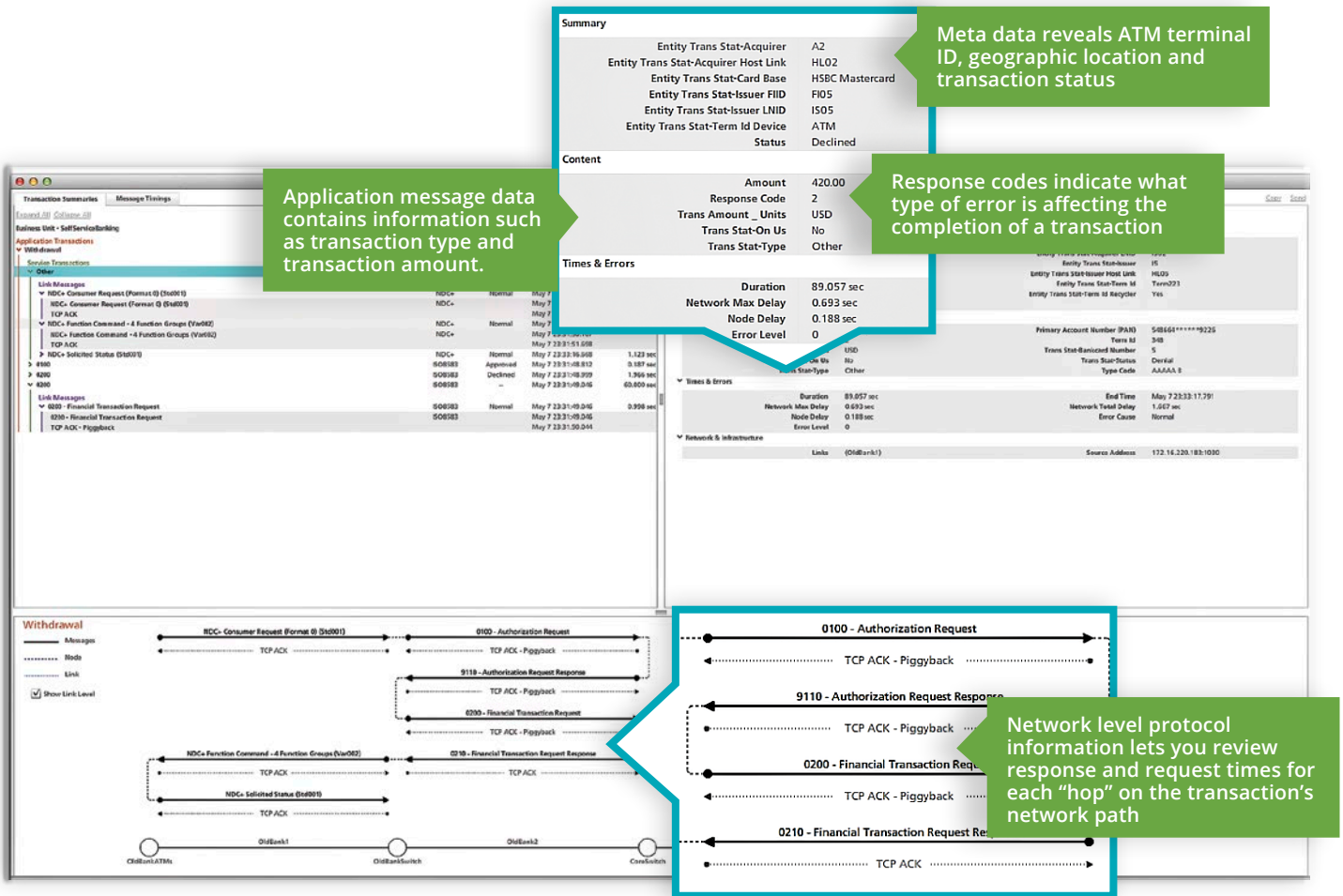
55
COUNTRIES

15B
TRANSACTIONS

75%
FASTER PROBLEM ISOLATION

<1 Yr
ROI

FIGURE 1: INETCO Insight automatically creates a profile of each transaction that maps bottlenecks, slowdowns and network transport errors to the underlying infrastructure.



Be Smart

INETCO Insight is a proven software platform that provides real-time monitoring for transactions spanning all your self-service channels and messaging middleware environments. 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. 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.

Be Fast

INETCO Insight is vendor agnostic and easily adaptable to all core banking and self-service channel environments. The software 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 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 transaction event alerts, which can be forwarded to the INETCO Analytics for ATM application, or management systems such as NCR's APTRA Vision, APTRA OptiCash, HP Operations Manager, IBM Tivoli Netcool/OMNibus, or Splunk Enterprise
- 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

INETCO Insight Deployment

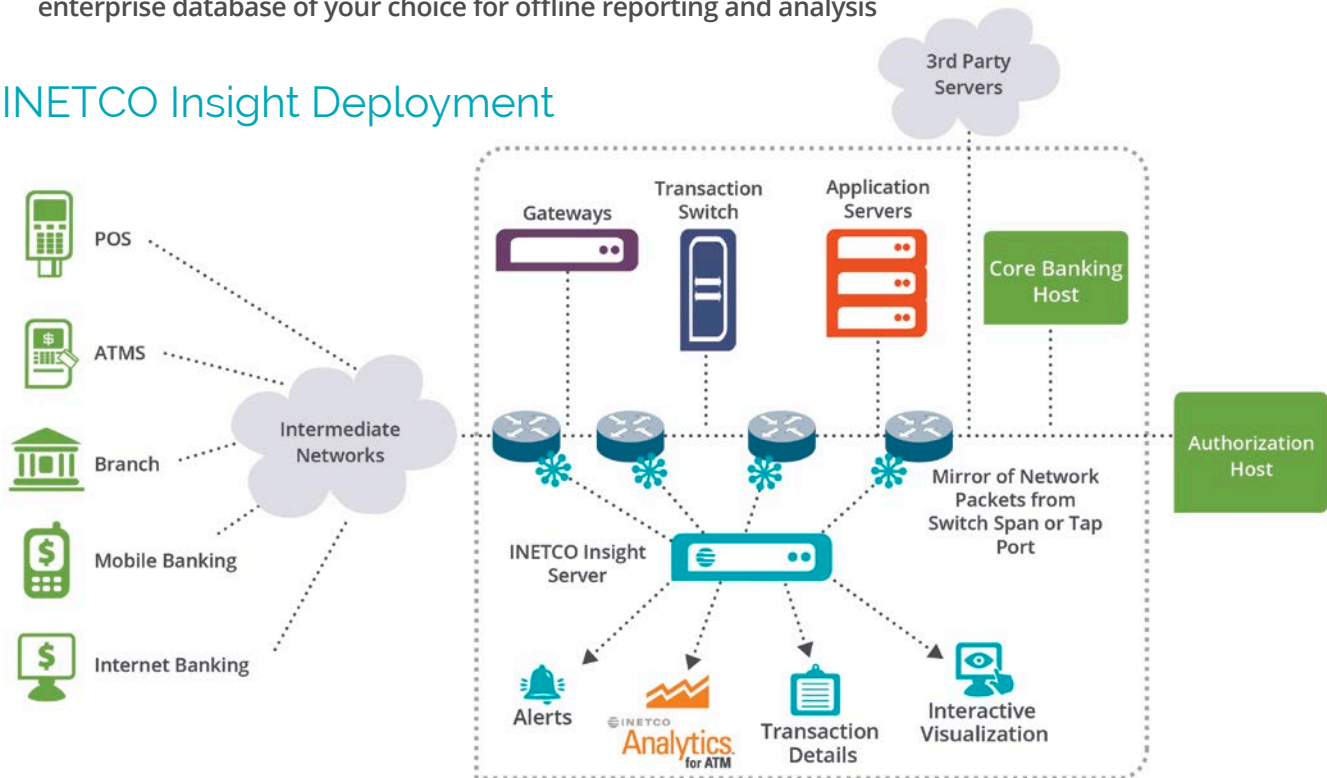


DIAGRAM 1: End-to-end transactions are investigated through the INETCO Insight user interface. Actionable, real-time alerts and statistical data can also be forwarded to the INETCO Analytics for ATM application, or management systems such as NCR's APTRA Vision, Gaspar Vantage or APTRA Opticash.

"...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]

Be Free!

Capture and access all your critical electronic transactions in one collaborative place. Quickly isolate IT 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 ATM and cash 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 and transaction statistics sent to the management system of choice (includes INETCO Analytics for ATM, NCR APTRA Vision, APTRA OptiCash, HP Operations Manager, IBM Tivoli Netcool / OMNIbus, and Splunk Enterprise).



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).



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



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