

INETCO INSIGHT®

Real-time transaction monitoring and analytics software to improve payment processes and customer service delivery



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 analyzing profitability based upon card types, self-service locations and value added services. But the cost and effort to retrieve, consolidate and analyze this data should not exceed the benefits.

This is why line of business executives, IT operations and applications support teams all over the globe are now relying on INETCO Insight—a real-time transaction monitoring and analytics software platform that makes it easy to isolate bottlenecks or failures anywhere along a transaction path and analyze customer usage patterns for better product, service, and marketing decisions.



Isolate bottlenecks or failures anywhere along a transaction path

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

The screenshot displays the INETCO Insight interface with several callout boxes highlighting key features:

- Application message data contains information such as transaction type and transaction amount.** This callout points to the "Content" section of a transaction summary, which includes fields like Entity Trans Stat-Acquirer (A2), Entity Trans Stat-Acquirer Host Link (HL02), Entity Trans Stat-Card Base (HSBC Mastercard), Entity Trans Stat-Issuer FID (F05), Entity Trans Stat-Issuer LNID (I505), Entity Trans Stat-Term Id Device (ATM), and Entity Trans Stat-Term Id Status (Declined). It also shows Trans Amount (420.00), Response Code (2), Trans Amount .. Units (USD), Trans Stat-On Us (No), and Trans Stat-Type (Other).
- Meta data reveals ATM terminal ID, geographic location and transaction status** This callout points to a summary table containing ATM-related metadata: Entity Trans Stat-Acquirer (A2), Entity Trans Stat-Acquirer Host Link (HL02), Entity Trans Stat-Card Base (HSBC Mastercard), Entity Trans Stat-Issuer FID (F05), Entity Trans Stat-Issuer LNID (I505), Entity Trans Stat-Term Id Device (ATM), and Entity Trans Stat-Term Id Status (Declined).
- Response codes indicate what type of error is affecting the completion of a transaction** This callout points to the "Content" section of a transaction summary, specifically the Response Code field (2) and its corresponding description (Other).
- Network level protocol information lets you review response and request times for each "hop" on the transaction's network path** This callout points to a detailed protocol timeline for a withdrawal transaction, showing the flow of messages between OldBank1, OldBankSwitch, OldBank2, and CoreSwitch, including 0100 - Authorization Request, 9110 - Authorization Request Response, 0200 - Financial Transaction Request, and 0210 - Financial Transaction Request Response, along with their respective response and request times.

Be smart

INETCO Insight is a proven software platform that provides real-time monitoring and analytics 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. Line of business executives, 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.

Customized ATM transaction and cash management analytics also help these teams better manage targeted campaign performance, enhance the profitability of their ATM channel, and ensure important customer interactions are secure and reliable.



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:

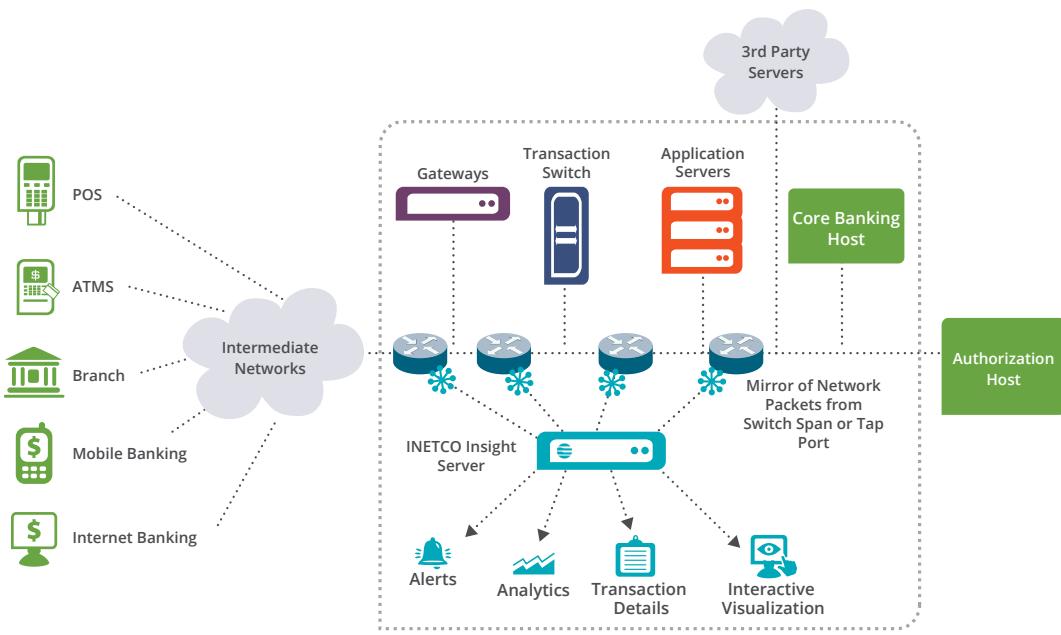
- As real-time transaction event alerts, which can be forwarded to management systems such as NCR APTRA Vision and APTRA OptiCash
- As real-time transaction alerts and analytics that can be emailed or displayed on the web-based INETCO Insight dashboard or within the INETCO Analytics product
- As a real-time syslog output that can be forwarded into any enterprise database of your choice for offline reporting and analysis

**JAMAL ABOUD,
-GROUP CIO OF NATIONAL BANK OF ABU DHABI**

"The INETCO Insight end-to-end transaction monitoring capabilities, bundled with the NCR APTRA Vision product, provides the ability to combine and analyze granular details on consumer transactions and ATM device statistics. This means we have maximum control over all the various services and payment options being provided through our ATM network and other banking channels. We can react in seconds – not hours - to what our end customers are experiencing."

INETCO Insight deployment

End-to-end transactions are analyzed through the INETCO Insight user interface. Actionable, real-time alerts and statistical data can also be forwarded to management system platforms such as NCR APTRA Vision, Gasper Vantage or APTRA OptiCash.



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

Be free!

Capture and analyze 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 | Reduce operational support costs | Deliver an amazing customer experience |
|--|---|--|
| <ul style="list-style-type: none">Gain one-stop visibility into all self-service and middleware messaging transactionsLeverage your monitoring investment across multiple channels and operations teamsGet customized ATM and cash management statistics to make better business decisions | <ul style="list-style-type: none">Experience 65-75% faster isolation of transaction slowdowns, time outs and failuresImprove first call resolution ratesReduce the number of lost communications and no fault found service calls | <ul style="list-style-type: none">Reduce failed consumer interactions and slowdowns by 25%Improve uptime and availability across all self-service channelsReduce the number of customer reported incidents |

INETCO Insight Features



Detailed transaction intelligence

Create customized business analytics 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 NCR APTRA Vision, Gasper Vantage and APTRA OptiCash).



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, and AMQP).



Configurable mobile and web-based dashboard displays

Customize "one stop" management views for IT operations, applications support and line of business 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.

ABOUT INETCO®—EVERY TRANSACTION TELLS A STORY®

INETCO® Systems Limited provides market leading transaction monitoring and analytics software that helps line of business and IT operations teams improve profitability, reduce operational costs and deliver an amazing customer experience. INETCO's proven solutions are currently deployed in over 50 different countries. Happy INETCO Insight® partners and customers include some of the world's largest companies spanning the banking, ATM, retail, telecommunications and payment processing markets.

Why NCR?

NCR Corporation (NYSE: NCR) is the global leader in consumer transaction technologies, turning everyday interactions with businesses into exceptional experiences. With its software, hardware, and portfolio of services, NCR enables more than 485 million transactions daily across retail, financial, travel, hospitality, telecom and technology, and small business. NCR solutions run the everyday transactions that make your life easier.

NCR is headquartered in Duluth, Georgia with approximately 29,000 employees and does business in 180 countries. NCR is a trademark of NCR Corporation in the United States and other countries.



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