

Want to improve service reliability and optimize the performance of all your transactions?

YES

**A proven transaction-level monitoring solution that enhances business impact analysis and customer service reliability**

INETCO Insight is a highly scalable monitoring solution that combines transaction profiling capabilities, application performance analytics and end-user experience monitoring. This delivers a holistic view into complex, high volume self-service network environments. By quickly isolating the root cause of transaction performance issues, INETCO Insight will provide the real-time transaction intelligence you need to improve operating efficiency, increase service reliability and optimize the performance of all your self-service applications. At the same time you will achieve the ultimate goal of high customer satisfaction, without involving agents, changes to the payments switch, extra traffic load, or transaction tagging.

- **Maintain consistent service levels**

An important factor in delivering exceptional customer service is seamless continuity across your entire self-service network. INETCO Insight helps you deliver this by monitoring all in-flight transactions as they traverse complex infrastructures comprising:

- o Multi-vendor ATMs, kiosks and POS terminals
- o Multiple payment switches
- o Multiple service applications such as mobile and online banking services, ATM withdrawals and deposits, account balance checking, bill payment, and loyalty programs

- **Capture real-time performance metrics that accelerate problem isolation**

INETCO Insight has a multi-dimensional view into network, ATM and payment applications performance, back-end banking connections and end-customer experience metrics. This eliminates the need to spend many labor-intensive hours piecing fragmented data together from multiple performance management tools and data trace captures, third party service providers, in-bound customer complaints, or silo'd internal departments. With INETCO Insight you can gain access to actionable transaction intelligence and isolate the root cause of performance issues in seconds – not hours.



For more information, visit [www.ncr.com](http://www.ncr.com), or email [financial@ncr.com](mailto:financial@ncr.com).

- **Implement transaction-level monitoring to compliment your ATM monitoring system**

In addition to operating stand-alone, real-time INETCO Insight alerts containing actionable transaction intelligence can be forwarded to both NCR Gasper Vantage™ and NCR APTRA™ Vision. This provides you with an unrivalled high speed solution for managing operations, quality of service and the end-customer experience within your self-service network.

- **Optimize application performance**

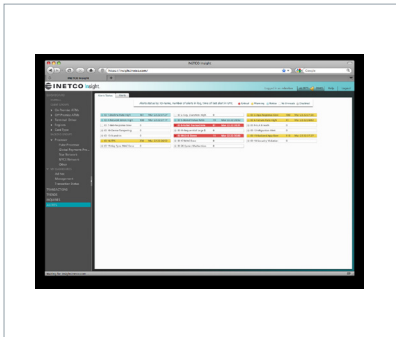
INETCO Insight provides visibility into the responsiveness of infrastructure components, your back-end banking connections and other virtual and web-based environments such as software-as-a-service, mobile and cloud infrastructures. Alerts can be automatically generated when performance falls outside of accepted threshold and response time values.

- **Passive, no-impact, network-based deployment**

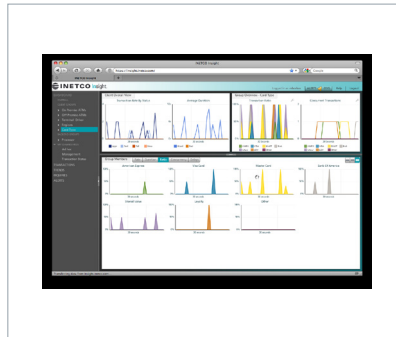
There is no risk to service disruption and no extra traffic load to your payment switch; software can be deployed with no agents, no transaction tagging and no code changes.

- **Expandable protocol libraries**

Address a wide range of business messaging protocols such as XML, HTTP, AMQP 1.0, ISO 8583, Visa 2, and MS SQL. New formats can be created and existing formats customized quickly to meet unique requirements.



- Alert status screen



- INETCO Insight transaction dashboard

## Key Features

- Multi-hop transaction assembly
- Application and network-level transaction profiling
- 100% capture of every transaction
- Real-time, continuous monitoring of hundreds of transactions per second
- Event-based alerting capabilities
- 8-day historical data capture, graphical trending and advanced query capabilities
- Configurable data grouping and web-based dashboard display

## Why NCR?

With over 125 years of experience and knowledge, NCR is a leading global provider of payments, assisted- and self-service solutions. NCR has been the global number one manufacturer of ATMs for more than 22 consecutive years. We help our clients around the world improve their customer interactions, implement change quickly and proactively, and transform their businesses to become leaders and change agents. We can help you, too.