

# SINERGIA

## An NCR APTRA™ Vision and INETCO Insight® Case Study



Sinergia expanded service offerings to the Banche di Credito Cooperativo Network in Italy with NCR APTRA Vision and INETCO Insight.

"The INETCO Insight end-to-end transaction monitoring capabilities, bundled with NCR APTRA Vision network management solution, represent a powerful, cost effective solution that is far superior to any performance monitoring solution on the market today."

– Marco Monti, Banking Services Vice President at Sinergia



## Key highlights

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### Market/Industry

Personal, retail and corporate banking and credit card issuer.

### Challenge

Sinergia recognized that proactive management of their complex ATM network was the key to future business growth and that multi-vendor device and application monitoring was going to be vital for uninterrupted service delivery.

### Solution

With NCR APTRA Vision and INETCO Insight, Sinergia has gained an enterprise-wide performance view into their ATM network infrastructure.

### Results

NCR and INETCO have helped Sinergia to:

- Extend service offerings to a larger base of banks
- Efficiently manage a growing multi-vendor ATM fleet
- Obtain one-stop performance visibility into multiple service applications
- Guarantee ATM availability and uninterrupted customer service delivery
- Quickly identify fraudulent behavior anomalies such as cash trapping

## The customer

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A result of a recent merger between Cesecoop, Soar, UPF and Iside Spa, Sinergia was created in 2012 to provide rural banks with a central, standardized IT infrastructure that makes it easy to achieve operational excellence and optimal cost effectiveness. Today, Sinergia delivers banking services for over 168 rural banks and 2,000 ATMs that run on the Banche di Credito Cooperativo network in Italy.

## The challenge

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As Sinergia evaluated their existing service offerings, they recognized that proactive management of their complex ATM network was the key to future business growth. With an IT environment that consisted of multiple vendor hardware and software applications, it was clear that multi-vendor device and application monitoring was going to be vital for uninterrupted service delivery.

To offer complete services to a wider customer base, Sinergia needed the ability to quickly access ATM device analytics, real-time transaction intelligence and performance data for multiple service applications without having to rely on customer or individual ATM vendor co-operation. Finding the most self-reliant and efficient way to access this data became their top priority.

The INETCO Insight end-to-end transaction monitoring and analytics capabilities, bundled with NCR APTRA Vision multi-vendor device and incident management product, presented Sinergia with an enterprise-wide performance management solution far superior to any other solution on the market today.

**1** HOLISTIC VIEW OF  
THE ENTIRE PAYMENTS  
ENVIRONMENT

**2,000+**  
ATM'S MONITORED  
IN REAL-TIME

**165+**  
HAPPY BANKS DELIVERING  
EXCEPTIONAL CUSTOMER  
EXPERIENCE

## The solution

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With NCR APTRA Vision and INETCO Insight, Sinergia has gained an enterprise-wide performance view into their ATM network infrastructure. This includes the response times of their ATM host processor, back-end connections and third party EFT networks; the growing number of multi-vendor ATM devices and application service platforms; and the multiple data centers they are responsible for.

APTRA Vision provides the ATM management capabilities Sinergia needs to proactively manage compliance, availability and inventory of a growing multi-vendor ATM fleet, with real-time alerts and automated commands. INETCO Insight compliments APTRA Vision by providing end-to-end visibility into consumer transactions once they are initiated at an ATM or any other customer-facing touch point such as a mobile application, kiosk or online banking application. INETCO Insight's ability to seamlessly capture, decode and correlate application message payloads, transaction request/response timings and network address data off the network provides greater transparency for fault resolution when coupled with ATM performance data provided by NCR APTRA Vision.

INETCO Insight alert notifications and transaction data, are forwarded into APTRA Vision to:

- Reveal when transactions from a certain card type, ATM terminal ID, EFT network, switch, or service type are failing
- Surface transaction anomalies such as cash trapping fraud
- Identify when ATM connections, switches, bank authorizations or third party service response times are slow or timing out

Together, these technologies have helped Sinergia improve both operational efficiency and end customer satisfaction by decreasing the number of transaction performance issues, improving ATM uptime and availability, and identifying performance issues prior to in-bound customer complaints.



## 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.

## The solution benefits

NCR APTRA Vision, combined with INETCO Insight, helped Sinergia to:

### Scale service offerings and expand their banking customer base without risk

- ATM device management, real-time transaction monitoring and analytics combined to holistically manage a growing number of devices, third party services, and application platforms
- Seamless, real-time message handling to access application message payload information, transaction request/response timings, and network communications data for every transaction

### Improve service delivery and end customer experience

- Key performance indicators and real-time transaction performance metrics to guarantee uptime and availability across all ATMs
- Real-time alerts on any type of transaction failure, time out or slowdown to proactively manage service delivery incidents and behavior anomalies

### Focus on operational efficiency and quicker service restoration time

- Automated remote command capabilities enable faster, more efficient incident handling, yielding increased availability and lower servicing costs
- End-to-end transaction path visibility to quickly isolate where the weak network link or application timeout/failure occurred
- Drill down and filter capabilities to obtain a breakdown of every transaction within a multi-vendor ATM and software applications environment, including self-service devices, applications, switch, network response timing data, back-end and EFT connections – all in one view

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**- Marco Monti,  
Banking Services Vice President at Sinergia**

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