HP NonStop Business Service Mgt Solutions for ATM and POS

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Agenda

- Introductions
- Business Service Management (BSM) solutions
  - applied operational BI
- Transaction Analyzers
  - architectural overview
  - basic features
  - sample ATM and POS views
- TA executive dashboards
- Summary and Q/A
Business Service Management - BSM

• Introduces a new *proactive* approach
• Goal is to transform IT from cost center to business decision enabler
• Encourages IT to collaborate more with business processes and initiatives
• Focused on correlating performance of organization’s business services with IT infrastructure: servers, routers, applications, etc.
Forrester Research on BSM

“Software that dynamically links business-focused IT services to the underlying IT infrastructure. A business-focused IT service may be a specific IT service or part of a business process, but it must support a significant, visible business metric for a business owner.”

BSM Value In Decision Making

- Data matched to key business objectives (KBIs)
  - current and relevant
  - from multiple touch-points
  - distilled and displayed to any role or function
  - presented in an intuitive visual model

- Problems viewed differently
  - identified early
  - solved quickly
  - prevented in future
HP NonStop Solutions For BSM

• Move beyond operations manageability
• Offer a service model that aligns IT with executive management goals and process
• Encourage a business technology approach to grow self service terminal revenue
• Help make (NonStop) IT integral in business decision making
BSM relies on Business Intelligence

“...thriving in a competitive marketplace is staying ahead of the competition. Making sound business decisions based on accurate and current information takes more than intuition. Data analysis, reporting, and query tools can help business users wade through a sea of data to synthesize valuable information from it - today these tools collectively fall into a category called “Business Intelligence.”

– Gartner Group
Business Intelligence

• Concepts and methods to improve business decision making using fact-based support systems
• A broad category of applications and technologies for gathering, storing, analyzing, and providing data access to support better decisions
• Historical, current, predictive views of business operations
  – intuitive, role-based “intelligence for everyone,” from front-line employees to senior management
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TA Architecture: “Operational” BI
Transaction Analyzer Basics

• A common infrastructure for all Analyzers
  – Capture agent on host forwards data to a WinTel server for analysis
    • Reduces overhead on host
    • Allows for use of standard analysis tools
      – MS Excel, SAS, Crystal Reports, MS SQL Server Reporting Services
• Ensure continuous real-time management of transactions hosted on HP NonStop servers
• Transaction details, metrics presented in dynamic, customizable, web-based views
• Display live dashboard views, with snapshots of key business indicators
Two Transaction Analyzers

- Currently available
  - ATM
    - The HP ATM/Transaction Analyzer (ATM/TA) provides a new way for the business to better manage the increasing flow of transactions that self service terminals provide day and night
  - POS
    - The HP POS/Transaction Analyzer (POS/TA) provides a powerful and friendly interface for effectively managing POS transactions
ATM Transaction Analyzer

- Monitors all ATM transaction flow
- Monitors KBIs critical to running your network
  - transactions per second
  - denials
  - reversal rates
  - stand-in transaction rates
- Supports BASE24, CONNEX, and other application packages
ATM/TA – More Data for Decisions

• Advantages
  – Increases ATM availability and profitability
  – Manages business rules that support SLAs
  – Provides intelligence to measure and adjust business rules/model
  – Promotes faster, more accurate, root cause analysis
  – Reduces helpdesk and service vendor expenses for lower total cost of ownership
  – Supports more precise demand forecasting and capacity planning
Sample ATM live dashboard view
ATM/TA Entity Groups

- Line-of-business managers see transaction metrics by:
  - physical node
  - logical network
  - transaction types
  - response codes
  - issuer FIID
  - authorizer FIID
  - acquirer FIID
  - retailer FIID
  - BIN
  - branch

- All data provided in near-real time
POS Transaction Analyzer Basics

• Manages all POS transaction flow, including that originated from self-checkout devices

• Monitors KBI.s critical to running the network
  – transactions per second
  – denials
  – reversal rates
  – stand-in transaction rates
  – interchange response times

• Supports BASE24, CONNEX, and other application packages
POS Transaction View
POS/TA – More Data for Decisions

• Advantages
  – Manages Key Business Indicators and SLAs
  – Provides intelligence to measure and adjust business rules/model
  – Promotes faster, more accurate, root cause analysis
  – Reduces helpdesk and service vendor expenses for lower total cost of ownership
  – Increases POS device availability and profitability
  – Supports more precise demand forecasting and capacity planning
Sample POS Daily Transaction Data
Review: **Both** Transaction Analyzers

- Manage transactions in near real-time
- Provide a flexible web-based user interface
- Offer customized business rules
- Display SLA/business rule violations in OVNM
- Log alerts to WinTel or NonStop event log
- Track impact of outages
- Provide intelligence to measure and adjust business rules/model
- Reduce helpdesk and service vendor expenses: lower total cost of ownership
- Support more precise forecasting and capacity planning
ATM and POS Denials and Reversals

Denials/Reversals Pct (5 min)

Denials/Reversals Pct (Hourly)
Operational BI for Business Service Mgt.

- Transaction Monitor
- Device Monitor
- Performance Monitor
- Other Monitors

- Data Siphons
- Transaction Analysis
- Device Analysis
- Performance Analysis
- Other Analysis

- Business Rules

- Executive Management
  - Executive Dashboards

- Business Model

- Business Management
  - Business Intel. (Cognos, Bus. Obj.)
Performance View
Problem Solving – Root Cause Analysis
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Executive dashboard

- Designed to appeal to highest business levels
- Display of relevant data in near real-time
- Customized by IT staff to increase communication, strengthen relationship to the business
- Shows data not previously available, but always wanted
- Provided with required service installation
Sample executive dashboard
TAs and the Future of Payments

• Consolidation will continue
  – M&A, IT consolidation/data center rationalization
• Electronic transaction volumes will double by 2010
• Wireless will impact faster than forecasted
• Transaction migration will impact future look and feel of ATM’s
• The ‘payment hub’ is likely to become a reality
• Note: HP NonStop servers now process 70% of all ATM payments, 66% of all credit transactions
More info

• See our HP website
  – www.hp.com/go/nonstop/bsm
• Let us know if you would like a demo
  – Contact your HP NonStop account team
  – Or robert.loftis@hp.com
• Look for a future call on the new HP SST Operations Bridge (SST/OB)
• Final questions?
• Thank you!