

A Better View of Your Payments Enterprise

As the cost of running multiple back-office operations continues to skyrocket, financial institutions and processors are looking for innovative solutions to help them seize control of the vast amounts of transactional data. In parallel with convergence in back office, the appointment of “payment czars” at many progressive institutions is helping to provide enterprise-wide payment oversight across multiple business lines. This is in turn helping to identify opportunities for both operational efficiencies and new revenue growth.

EFD’s Enterprise View is a revolutionary transaction data management solution that enables financial institutions and processors to lower their overall cost of back-office processing operations, accelerate convergence efficiencies, and provide new business insight into growing volumes of payment transaction data.

In today’s electronic payment processing environment, financial institutions and processors typically run multiple in-house and third-party vendor applications to manage issuing/acquiring businesses, monitor ATM fleet, and track settlement positions across the networks.

For back-office operators, there is an ongoing challenge to collect management level transaction data within a single, user-friendly application that connects seamlessly to multiple data repositories and systems. For years, EFD software and processing customers have leveraged EFD DataNavigator® to take advantage of powerful transaction analysis and settlement features. Now, with EFD Enterprise View, customers can take their back-office management to a new level.

EFD Enterprise View leverages multiple transaction data sources to collect and display key management level payment processing information through a highly interactive, easy-to-use “dashboard”. Enterprises can choose from pre-defined packages of summary data — called “view packs” — that represent segments of the overall payments enterprise.

Enterprise View Benefits:

- Easy-to-use interface
- Connects multiple transaction data systems and repositories
- Leverages power of EFD DataNavigator® and the EFD Open Enterprise™ architecture
- Provides at-a-glance health of entire payment processing operation
- Reduces back-office management expenses and resources
- Flexible user profiles and access controls



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Accessing Enterprise View

From a security perspective, users must log on to Enterprise View, and each view pack is secured through the use of a security profile. The profile will control what view packs the user has access to. In addition, data maintained within the system is secured. This helps to ensure that users with a certain set of access privileges are restricted to specific view packs.

Dashboard Refresh

Dashboard information can be refreshed manually or automatically. Automatic refresh can be set through user preferences—this includes turning automatic refresh on or off, as well as the time interval for automatic refresh.

The Main “View Packs”

Enterprise View ships with three standard view packs: ATM Status, Acquirer/Issuer Activity, and Settlement Positions.

- **ATM Status**—Displays a graphical representation of how many ATMs are currently open, closed, closed for maintenance, or wounded.
- **Acquirer/Issuer Activity**—Displays the average transaction per second rate for the last hour of processing, along with the current day's transaction count and approval rate for on us/at us, on us/at foreign, and not on us/at us activity (through the time of the last refresh).
- **Settlement Position**—Shows the previous day's settled financial activity along with the current settlement position (through the time of the last refresh).



Main Enterprise View Interface

On the left hand side of the dashboard, a drill-down button for each of the view packs appears. This is a scrollable list of available view packs. Below the list of buttons is a 'summary' button, which will always bring the user to this initial display. The right hand pane (labeled Summary) shows a high level summary for each of the view packs. View pack summaries will be shown for the view pack buttons displayed in the navigation pane.

ATM Status

This view pack provides a list of the ATMs this user has authorization to view. Information provided for each ATM includes: The Device ID; Current status of the device (open, closed, closed for maintenance, or wounded); Date/time of the last transaction from this device; Current cash balance in the ATM; Approval rate (current day from midnight through the time of the last refresh). The list of ATMs can be sorted by clicking on any column heading—in ascending or descending order. In addition, if the user clicks on an individual device, additional information is displayed in the lower pane. This information includes the device address and the last ten status messages from the device.



Acquirer/Issuer Activity

The Acquirer/Issuer Activity view pack displays four types of acquirer/issuer activity: transaction totals (amounts), transaction counts, surcharge amounts, and surcharge fee amounts. Activity information can be displayed for today (hourly), for the current month (daily), for the current quarter (weekly), or for the current year (monthly). In addition, for each of these periods the previous period can be displayed (yesterday, last month, last quarter, or last



Settlement Position

The Settlement Position view pack displays a list of each network that the organization participates in, displaying the network ID, total transaction amount, total transaction count, plus the total adjustment amount and count for each network (today and yesterday). In addition, a pie chart on the right hand side of the pane displays this same information graphically.



For more information about EFD Solutions, please call 1 888 933 8637 or visit our website at www.fidelityinfoservices.com.

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