

INCENTAGE PROCESS COCKPIT

Incentage makes sure you spot even the smallest fugitive.

Message flow automation gets rid of many potentially serious problems. But what about situations in which a message is expected but doesn't appear? Who will spot that? IPC will. Its acuity and regime of total control give you peace of mind and a superior perspective.

The Incentage Process Cockpit masters all messaging processes and losslessly monitors traffic. It gives you the assurance of having your communication under control.



Now, elusive anomalies and outliers don't stand a chance.

IPC Incentage Process Cockpit

Business Activity and Process Monitoring and Data Flow Management

Summary

IPC Incentage Process Cockpit gives you unprecedented control over automated business activity processes and service quality. With IPC you know immediately if there is a business transaction blocked or performance is below agreed SLAs anywhere in your IT infrastructure. IPC protects you from reputational and financial risk.

The issue

Many institutions in the financial industry seem to be flying blind with regards to their message flows. Automated high-level monitoring of global and all-embracing message flows on a realtime basis, with drill-down facilities wherever and whenever needed, are not the order of the day.

- You would like to know anytime if messages are late, if a queue is building up, if there is a message traffic jam, if there are "non events", all with a single and simple monitoring GUI providing visual and electronic alerts and automated escalation procedures for any action defined by you ... but can't because the necessary infrastructure is not in place?
- Monitoring infrastructures available today are often cumbersome, more often than not based on batch operations, lacking any visual or electronic alerts, and seldom offering facilities to find out where or why a defaulted message or jammed message queue is hanging.
- Process flows are often spread across multiple business units both inside and outside the organisation and some processes are even outsourced. New business models create the need for new business activity monitoring models.
- SLAs in messaging and business flow management have to be measured against their target levels, but hardly any monitoring application is in a position to measure the timely behaviour of business flows.

The solution

The Incentage Process Cockpit has the flexibility to monitor and control any business process, information flow or systems of an infrastructure, including inhouse developed systems, package solutions and industry systems.

Users are informed of the quality and completeness of freely configurable events. Business partners can be assessed by the quality of their processes. Infrastructure components can be analysed for their availability and quality. When used in a SWIFT context the Incentage Process Cockpit integrates with the SWIFTNet Exceptions and Investigations services.

The Incentage Process Cockpit collects information flows, statuses and events, processes this information and provides a view of the business activity from different angles:

- uniform monitoring and alert generation
- status monitoring and aggregation of system infrastructure
- data and information flow monitoring and process control
- performance optimised partial parsing
- automatically generated documentation
- no programming required
- easy to learn and use
- reliable and efficient

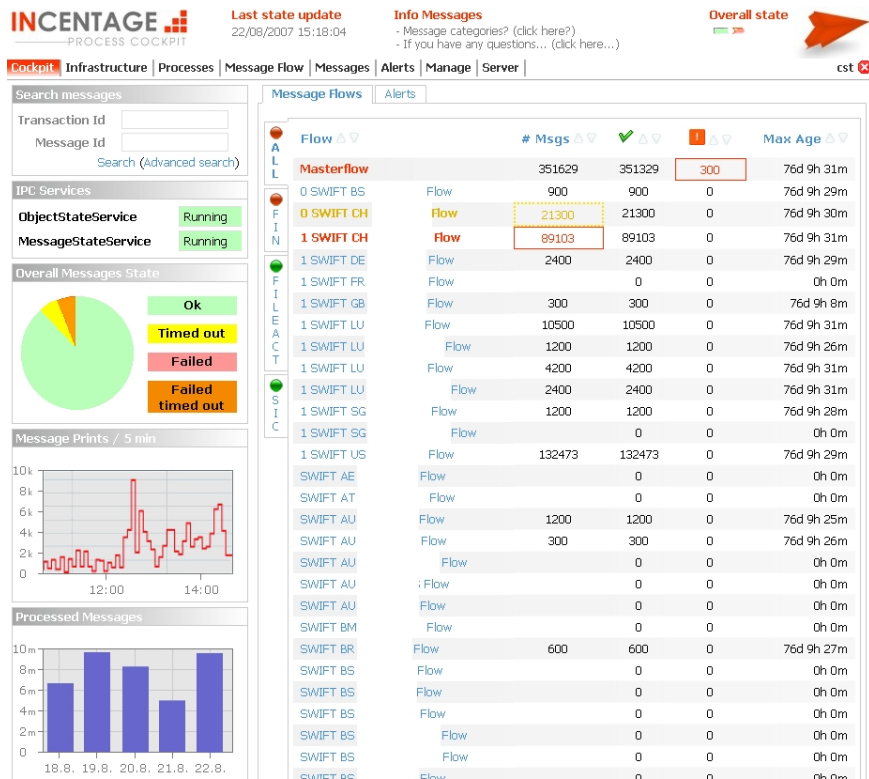


Illustration: One view on your current message flows!

“IPC Gates” collect information about messages from various sources. “IPC Sensors” track the state and health of the underlying infrastructure. The collected information is processed to form a part of message flows and processes that may span over multiple separate messages.

Welcome to the world of financial messaging!

Incentage is a worldwide leader in messaging solutions for the financial services industry. Over 150 clients on all continents are using Incentage solutions. Incentage has a global network of partners and is a SWIFT Partner.

Incentage offers the following solutions:

- IMS Incentage Middleware Suite
 - The message STP guarantor
- ISB Incentage Service Bus
 - The message orchestrator
- IPC Incentage Process Cockpit
 - The message controller
- SWIFT based solutions powered by Incentage : SWIFTNet E & I, Funds, Accord, Proxy Voting and TSU
 - The SWIFT infrastructure integrator
- Incentage Business Solutions: Capital Bus and Message Cockpit
 - The message solution customizer

(continued)

IPC uses a multi-layer display approach offering its users information understood by any involved party. This means that business and IT users can have customised views on the data. It is even possible for business users to see which technical support person is working on a specific problem.

The benefits

- IPC collects information flows, statuses and events, processes this information and provides a view of the business activity from different angles.
- IPC reduces costs, financial risks and reputation risks and increases speed of operations, flexibility and data quality. It avoids problems pro-actively and helps to establish risk management procedures for messaging and business process flows.
- Advanced business process and components quality measurement