



**for Testing and Production Support
for S1 Payments customers**

Bernardo Nicoletti
Director

Pinion : a Global Company

- Established 2001- by senior industry professionals from blue-chip companies - offices in the United Kingdom, India and Italy
- Working with large retailers, ATM companies, banks and card processors
- Fast growing consulting, systems integration, testing, production support and resources for the Financial Services industry
- S1 Payment platform, VisionPlus, CardPac, TSYS TS2, CTL Prime, Falcon/Triad
- ISO 9001-2008
- Proud to be an S1 alliance partner
- Successful projects executed in:

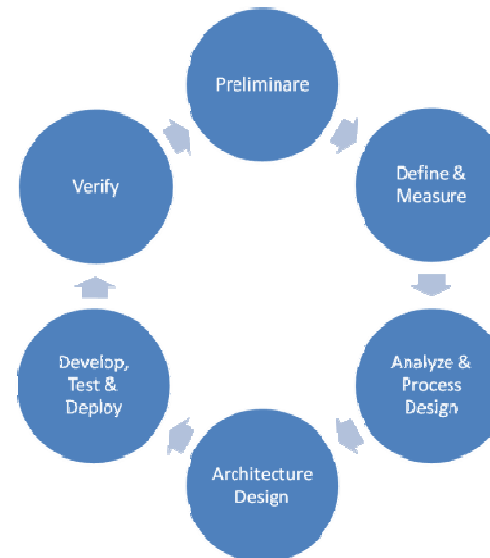


UK	Russia	Argentina	India
Switzerland	Poland	Latvia	Kingdom of Saudi Arabia
Finland	Czech Republic	Japan	Indonesia
Denmark	Hungary	Mexico	Thailand

Lean Six Sigma

- Structured methodology
 - Lean Thinking - Eliminate waste
 - Six Sigma - Reduce defects and variabilities (3.4 defects per million)
- Lean Six Sigma projects follow two project methodologies
 - DMAIC - continuous improvement
 - DMADV- drastic improvement

- Reduce operational risks (Basel 2)



DMADV in Testing

- Tools for test data creation, execution and validation, e.g. to:
 - Create auths which link to simulators or direct to S1 Payment platform
 - Clearing files which match auths
 - Validate and check what happen on host system – file compares, screen compares, both banking and retail message formats (is it ISO8583 or APACS)
- Diagnostics and message tracking
- Templates for documenting test strategy, cases, plans, etc
- Test environment management
- Qualified and knowledgeable staff



EMV Bank Case Study

Objective

- To issue EMV cards

Scope

- Create EMV capability for Cards, Authorizations and Clearing
- Build Interfaces to and from an A/R System
- Full testing of Interfaces with local switches
- VISA/MasterCard Certification

Timescale

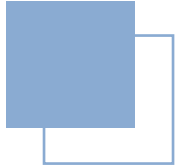
- Completion in 6 months

Critical Success factors

- Turnkey consultancy, development, testing and certification
- Extensive use of Pinion developed testing tools

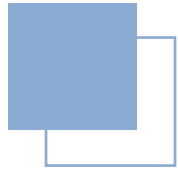
Note

Subsequently migrated as a global solution



DMAIC Production Support

- 24x7 Tuning and Monitoring (Online and Batch)
- Automatic system alerts
- Defect management
- Update
 - Compliance
 - Patches/fixes
 - Software (S1, CICS, OS etc)
 - Changes
- Capacity Planning
- Disaster Recovery testing
- Levels of support (1 and 2). Co-ordinate with 3rd party vendors for Level 3



Production Support for a Large Bank

Objective

- Provide 24 * 7 production support with ~1.5 million accounts

Scope

- Ensure batch runs completed as per SLA & 99.9% availability of on-line service
 - Monitor batch and on-line systems.
 - Provide temporary fixes for all problems (data and software)
 - Control provision and migration of permanent fixes into production
- Manage and implement code supplied by multiple vendors
- Test and implement compliance upgrades
- Perform capacity planning
- Support DR testing and operating system upgrades

Timescales

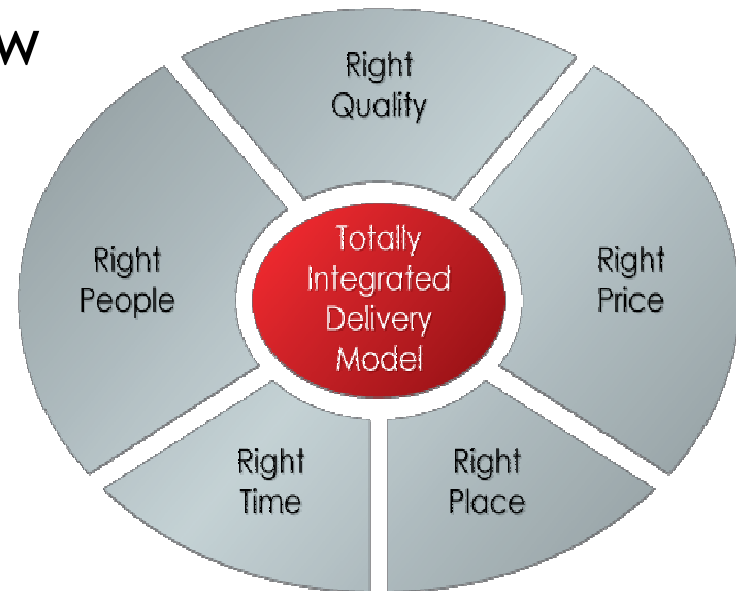
- Pinion has been providing this service for 6 years

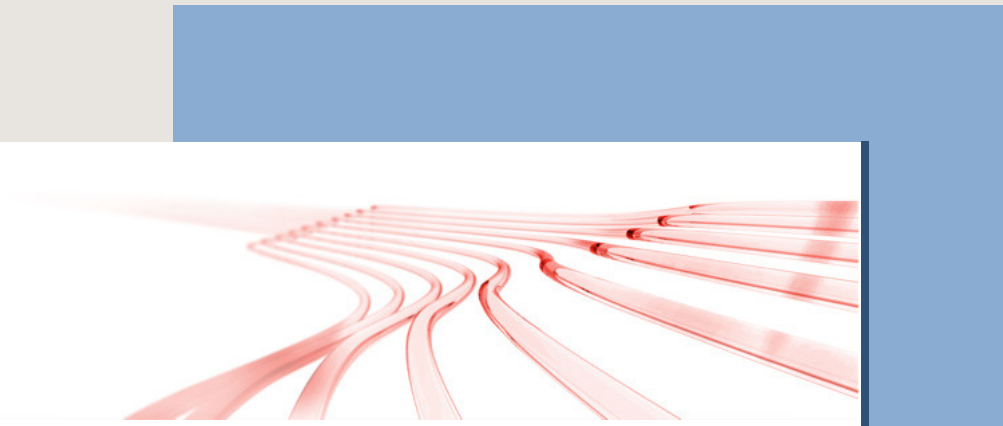
Critical success factors

- Emphasis on root cause analysis prevents repeat errors.
- Outstanding issues consistently below 5
- Proactive approach to system tuning has reduced batch run times & system resource usage

Pinion - A Specialist Partner

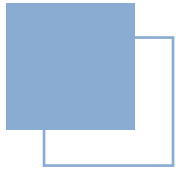
- We are different to other professional services providers
- We really understand the payments business and know how to deliver value
- We have extensive S1 product expertise
- Our Lean Six Sigma approach differentiates us
- We have a broad range of services and operate both in project implementation phases and in providing production support
- We form long term strategic partnerships





THANK YOU

Bernardo Nicoletti
Director



Bernardo Nicoletti - Director



- 30+ years of experience working in 10 Countries in Best-of-the-Breed companies
 - MIS and CTO in Alitalia
 - Project Leader in Airplus
 - Program Leader in Galileo
 - CEO in Sigma Plus
 - CTO in GE Money
 - CIO in GE Oil & Gas
 - Management Consultant
 - CIO in AIG UPC Latin America
 - Director at Pinion
- Master Black Belt
- IT Management Consultant and Coach