



**GIVES POWER
TO CUSTOMERS**




PRODUCT FLYER

PROGNOSIS FOR ACI PROACTIVE RISK MANAGER™

ACI Proactive Risk Manager™ is a comprehensive financial crime management solution for monitoring fraud and risk across an institution's business lines and customer accounts. However, a problem with the underlying infrastructure can compromise even the most effective risk management initiative. A non-optimized Proactive Risk Manager

- **JOINTLY OFFERED BY ACI AND INTEGRATED RESEARCH, DEVELOPER OF PROGNOSIS PERFORMANCE MONITORING SOLUTIONS**
- **REAL-TIME SYSTEM PERFORMANCE AND AVAILABILITY, ALERT MANAGEMENT AND REVIEWER PROGRESS MONITORING AND MANAGEMENT FOR ACI PROACTIVE RISK MANAGER™**
- **GRAPHICAL AND INTUITIVE DASHBOARDS THAT ARE EASY TO PERSONALIZE**

system may underperform for the financial institution when it comes to rule processing and queue management. Thus, operations managers need a solution to monitor and manage the system performance of Proactive Risk Manager and fraud managers need a solution to gain insight into fraud trends, alert queues and reviewer performance.



PROGNOSIS FOR ACI PROACTIVE RISK MANAGER™ ENSURES YOUR FINANCIAL CRIME MANAGEMENT ENVIRONMENT IS AVAILABLE AND OPTIMIZED FOR HIGH PERFORMANCE.

BENEFITS AT A GLANCE

- PROVIDES OPERATIONAL INSIGHT INCLUDING APPLICATION RESPONSE TIMES, SQL TRANSACTION RATES AND DUMP FILE MONITORING TO ENSURE THE AVAILABILITY AND PERFORMANCE OF THE APPLICATIONS AND UNDERLYING INFRASTRUCTURE
- MONITORS THE UNDERLYING INFRASTRUCTURE SUPPORTING PROACTIVE RISK MANAGER INCLUDING CPU, MEMORY, NETWORK AND DISK PERFORMANCE AND USAGE IN REAL TIME
- OPTIMIZES PRODUCTIVITY OF FRAUD ANALYSTS BY PROVIDING VISIBILITY INTO THE PROCESSING FRAUD QUEUES
- PROVIDES VISIBILITY INTO THE QUEUE BACKLOG AND ANALYST DISTRIBUTION, ALLOWING THE AVAILABLE ANALYSTS TO BE OPTIMALLY DISTRIBUTED TO ADDRESS THE MOST IMPORTANT ALERTS THROUGHOUT THE DAY
- EXPOSES THE PERFORMANCE AND MATCHING FREQUENCY OF RULES, ALLOWING RULES TO BE QUICKLY TUNED TO ACHIEVE THE MAXIMUM PERFORMANCE AND OPTIMAL MATCH RATE
- MONITORS THE TRANSACTION LOAD, LATENCY AND APPROVAL/DECLINE RATES; MONITORS THE TRANSACTION LOAD OF TRANSACTIONS PROCESSED THROUGH REAL TIME VERSUS NON-REAL TIME
- PROVIDES THE ABILITY TO PERSONALIZE DASHBOARD VIEWS AND ALERTS USING SIMPLE CONFIGURATION TOOLS
- SUPPORTS GLOBAL IMPLEMENTATIONS WITH ITS MULTI-LANGUAGE USER INTERFACE, INCLUDING DOUBLE-BYTE CHARACTER SUPPORT

Now jointly offered by ACI and Integrated Research, developer of market-leading Prognosis performance monitoring solutions, Prognosis for ACI Proactive Risk Manager™ provides an additional level of real-time insight into performance and productivity in risk management organizations.

THE PROGNOSIS FOR ACI PROACTIVE RISK MANAGER™ SOLUTION

Prognosis for ACI Proactive Risk Manager is a one-of-a-kind monitoring application that ensures the financial crime management environment is available and optimized for high performance. It provides an additional level of insight into the Proactive Risk Manager application that helps make fast and intelligent decisions in regard to fraud and fraud management. Prognosis goes beyond the infrastructure monitoring provided by other monitoring solutions to give real-time information about the performance and the payment transactions within Proactive Risk Manager. Prognosis generates alerts if problems occur within the system. It seamlessly interacts with existing enterprise management frameworks while providing an additional level of payments-specific insight. Data on rule quality, real-time vs. non-real-time throughput, Proactive Risk Manager payment alerts, queue workloads, reviewer performance and operations availability becomes instantaneously available with Prognosis for ACI Proactive Risk Manager.

OPTIMIZE PERFORMANCE

Proactive Risk Manager detects and prevents fraud with real-time rule and scoring analytics to stop fraud immediately. Transaction activity matching a rule generates alerts which can then be reviewed by fraud analysts. Prognosis provides an additional level of operational insight by monitoring the operation of rules and the flow of transactions. It provides the ability to determine if rules are performing slower than expected, allowing rules to be optimized where necessary. Graphical views display which rules are being triggered and how often allowing the optimal set of rules to be determined.

Organizations can use the fraud detection capabilities of Proactive Risk Manager to avoid high-risk transactions with the expectation of experiencing significant fraud loss savings.

IMPROVE PRODUCTIVITY

The workflow management capabilities of Proactive Risk Manager enable supervisors to maintain the highest levels of operational efficiency. Prognosis enhances this functionality to provide visibility into the progress of fraud queues with graphical dashboards. Supervisors can easily monitor the growth of queue backlogs, the rate at which reviewers are addressing the queues, as well as the distribution of the available reviewers across the most important queues. This allows supervisors to distribute staff in the most efficient manner to address critical queues and meet service-level agreements.

INCREASE OPERATIONAL EFFICIENCY

Prognosis monitors the system availability and performance of Proactive Risk Manager and all components of the underlying infrastructure including CPU, memory, disk, network, services and SQL Server. Problems in any of these areas are automatically detected and proactively alerted to operations. Operators can then easily drill down within Prognosis to quickly isolate and fix the problem before it impacts the organization's fraud initiatives.

CREATE PERSONALIZED VIEWS

The user-friendly interface of Prognosis is organized into gauges and graphs to show a variety of information based on need and preference that can include exceptions, system performance and overviews. Users can easily create personalized views to display only the information that is important to them.


SINGLE VIEW INTO PAYMENTS AVAILABILITY AND PERFORMANCE

Prognosis delivers interoperability with Proactive Risk Manager as well as third-party enterprise management frameworks such as IBM Tivoli, CA Unicenter and HP OpenView to add a deeper level of payments fraud-specific insight. Prognosis also monitors and manages other ACI applications such as BASE24® and BASE24-eps®, providing a single dashboard view into the performance and availability of the entire payments infrastructure.





REVOLUTIONIZES PAYMENTS

ACI Worldwide, the Universal Payments company, powers electronic payments and banking for more than 5,000 financial institutions, retailers, billers and processors around the world. ACI software processes \$13 trillion in payments and securities transactions for more than 250 of the leading global retailers, and 21 of the world's 25 largest banks. Universal Payments —  — is ACI's strategy to deliver the industry's broadest, most unified end-to-end enterprise payment solutions. Through our comprehensive suite of software products and hosted services, we deliver solutions for payments processing; card and merchant management; online banking; mobile, branch and voice banking; fraud detection; trade finance; and electronic bill presentment and payment. To learn more about ACI, please visit www.aciworldwide.com. You can also find us on Twitter @ACI_Worldwide.

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