Now jointly offered by Integrated Research and ACI Worldwide, Prognosis for ACI Proactive Risk Manager provides unrivalled levels of insight into the performance and productivity of ACI’s risk management application.

**Key Benefits**

- **Alert Management**: Any delay in dealing with alerts could lead to significant losses if there is fraudulent activity. Prognosis for ACI Proactive Risk Manager makes it easy to see the overall workload across queues and assign reviewers as necessary to address the load. This information can be shown on wallboards so that supervisors and analysts can see the workload at a glance.

- **Reviewer Management**: Prognosis provides ongoing insight into the performance of reviewers so that productivity can be maximized.

- **Monitoring System**: Performance and Availability: If ACI Proactive Risk Manager is down or not raising alerts correctly it can expose the organization to financial loss. By proactively monitoring the availability and performance of all components of the ACI Proactive Risk Manager solution, Prognosis can help prevent or shorten outages thereby reducing potential fraud exposure.

- **Rule Quality**: Prognosis helps evaluate rule matching performance. Rules that trigger too regularly are unlikely to be effective because they are too broad, while rules that never trigger may be not be useful. In addition, Prognosis evaluates the rule execution time allowing inefficient rules to be detected and new rules to be safely deployed without impacting performance.

ACI Proactive Risk Manager is a comprehensive financial crime management solution for monitoring fraud and risk. However, a problem with the underlying infrastructure can compromise even the most effective risk management initiative.

Operations Managers need a solution to monitor and manage the system performance of ACI Proactive Risk Manager, while Fraud Managers need a solution that gives them insight into fraud trends, alert queues and reviewer performance.

Now jointly offered by ACI and Integrated Research, Prognosis for ACI Proactive Risk Manager meets those needs by providing an additional level of real-time insight into performance and productivity in risk management organizations.
The Prognosis for ACI Proactive Risk Manager™ Solution

Prognosis provides a holistic view of the payments and financial crime management environment through interactive dashboards and user-defined views. The solution is designed to ensure the availability and stable system performance of ACI Proactive Risk Manager by monitoring the health of the underlying infrastructure, networks, middleware and transaction flow.

If a problem occurs within the system then Prognosis generates an alert. It seamlessly interacts with existing enterprise management frameworks while providing an additional level of payment-specific insight. It also monitors the operations within ACI Proactive Risk Manager to provide visibility into alert backlogs and the activity of the fraud analyst team.

Optimize Performance

ACI Proactive Risk Manager detects and prevents fraud with real-time rule and scoring analytics to stop fraud immediately. Any transaction activity matching a rule generates an alert 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, and allows rules to be optimized where necessary. Graphical views display which rules are being triggered and how often, which allows the optimal set of rules to be determined.

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

Improve Productivity

The workflow management capabilities of ACI 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 ACI 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. The drill down nature of Prognosis makes it easy for the Operators to quickly isolate and fix the problem before it impacts the organization’s fraud initiatives.

Payment Service Management

Payment Service Management Powered by Prognosis is a full suite of payments management solutions for ACI BASE24 and ACI BASE24-eps, any underlying infrastructure and supported ATM and POS devices, and now includes Payment Service Management for Fraud Prevention.

For a full suite overview and news, please visit www.ir.com/aci
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 Performance and Availability

Prognosis delivers interoperability with ACI 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.

Real-time Insights

Prognosis provides the security of a solution that monitors and manages system performance while also providing real-time insight into fraud trends, alert queues and reviewer performance.

Now jointly offered by ACI and Integrated Research, Prognosis for ACI Proactive Risk Manager provides an additional level of real-time insight into performance and productivity in risk management organizations.
Features 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 ACI Proactive Risk Manager including CPU, memory, network and disk performance and usage in real time.

• Analyzes productivity of fraud analysts by providing visibility into the speed of 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 decline rates. Also shows the transaction load 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.

• Integrates with existing Enterprise Management Frameworks such as IBM Tivoli, CA Unicenter, and HP OpenView to provide a deeper level of payments-specific monitoring and management.

• Provides interoperability with ACI Proactive Risk Manager and ACI BASE24 or ACI BASE24-eps in a single easy-to-use dashboard.

About partnership

Integrated Research is proud to be partnered with ACI Worldwide to deliver Payment Service Management to the world’s largest financial institutions, retailers and processors around the world.

ACI and Integrated Research are united in creating valuable and highly-differentiated solutions that will benefit our customers worldwide - all day every day.

To read more about ACI partnership please visit http://www.ir.com/acipartnership

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