transact

Optimizing the commerce
that connects our global economies

transact

IR Transact

Simplifying the complexity of managing your payments business

IR Transact is a monitoring and analytics solution for complex, high-volume payments environments. Powered by the Prognosis platform, Transact delivers real-time insights, making it easier to manage modern payments businesses, track performance of ecosystems, turn transaction data into intelligence, and harness innovation to help you run your payments business.

Monitor, alert, and identify

Be aware sooner and respond faster to performance issues. Proactive monitoring and dynamic alerting give you real time visibility and feedback on your transactions.

Troubleshoot and diagnose

Quickly identify the root-cause of issues and resolve them before they impact your customers with rapid troubleshooting tools that enable you to drill down and diagnose.

Analyse and report

Uncover unparalleled insights to help you make better business decisions by using self-serve, customizable dashboards to translate complex data sets into straightforward, digestible visualisations.

Deploy and optimize

Ensure successful deployments, understand how your environment is performing, and ensure optimal performance across all payment types with end-to-end visibility of your ecosystem.

Card Payments

Real-Time Payments

High-Value Payments
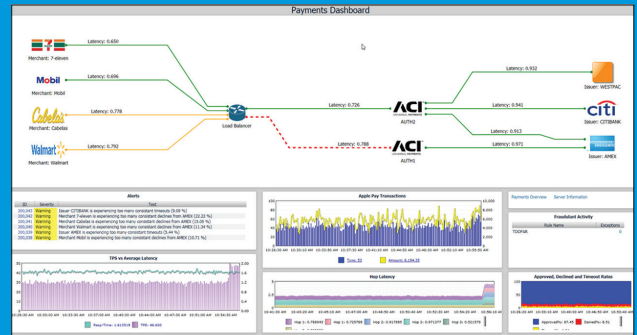
Merchant Acquiring

Payment Schemes

Open API Banking

Wire and ACH

Payments Performance Visibility

✓ End-to-end visibility across all payment flows and channels

✓ Full integration with infrastructure components

✓ A single pane of glass

Intelligent Alerting on What Matters to you

✓ Alert on common events including failures, declines, outages

✓ Configure dynamic thresholds based on condition, timing, destination, message, and severity

✓ Trigger actions such as event logs, and IT management tools

Flexible Reporting and Deep Insight

✓ Uncover trends and make better business decisions

✓ See key metrics at a glance – transaction volumes and values, SLA breaches, by location, channel, or institution

✓ Drill-down for granular insights
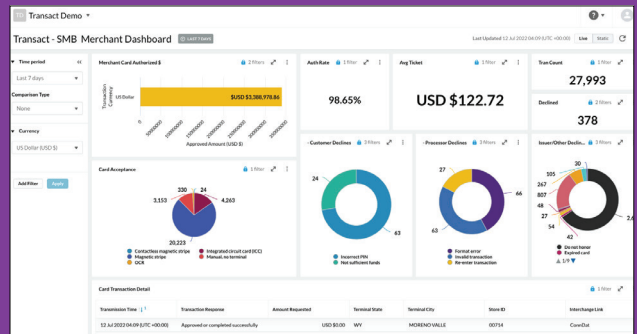
The Details:

✓ Supports ISO8583 and ISO20022 message standards

✓ Broad open systems support for physical and virtual environments

✓ Deploy on premise or in the cloud

✓ Out-of-the-box integration with ITSM solutions, including ServiceNow

✓ Multi-tenant capabilities

✓ Extensive API library available

"(Customers) don't want complicated solutions... They want simple, quick, easy to use, and easy to interpret. That's what they get with (Transact)."

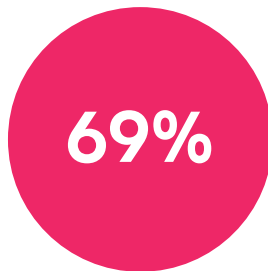Timothy Abrahams
Solutions Architect, ACI

The Benefits:

✓ Drive innovation and grow your business

✓ Boost customer satisfaction

✓ Improve operational efficiency

✓ Proactively prevent problems

✓ Meet SLAs and add additional value

✓ Avoid costly downtime and penalties

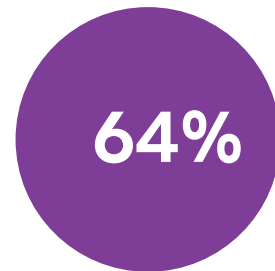✓ Meet settlement timeframes and reporting obligations with ease

How?:

✓ Full visibility of your entire payments ecosystem with real-time monitoring

✓ See your data your way and uncover insights with analytics

✓ Enable stakeholders to satisfy their informational needs with self-service features - technical operations, product management, customer helpdesk, treasury, executives.
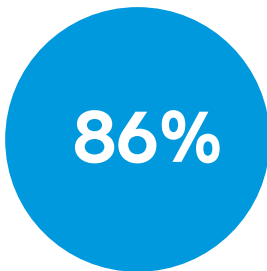
86%
Improved response
and resolution times*
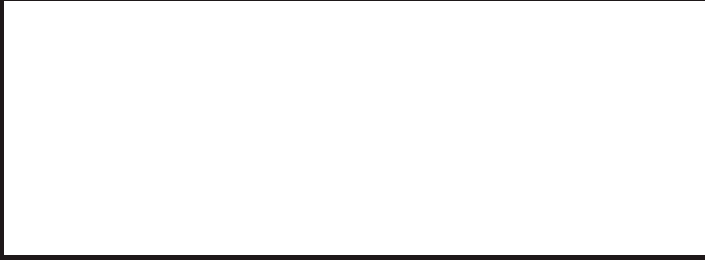
69%
Achieved ROI in
less than a year*

64%
Decreased operational
costs*

Trusted by organizations worldwide

ACI
UNIVERSAL PAYMENTS

AMERICAN
EXPRESS

mastercard.

VISA

barclaycard

worldpay
from FIS

bp

Walgreens

WELLS
FARGO

Westpac

*Via TechValidate, % of organizations who experienced benefits when using performance monitoring tools

Want to know more?

Visit ir.com/transact or contact our team to find out how IR Transact can help assure the payments that keep you in business.

Who are IR?

The modern world relies on a complex array of technologies to keep turning. IR's aim is to simplify that complexity.

Hundreds of the world's largest organizations rely on IR's experience management solutions to optimize their business-critical systems.

We provide insights, monitoring and support to keep payment hubs, unified communications ecosystems and contact centers running as they should.

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