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Customer Conference

Thursday 28th February

Radisson SAS Royal Hotel
Dublin, Ireland

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Agenda

Thursday 28th, Afternoon session details



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- Workshop 1
 - Technical Review of ASCert
 - Product usage in multiple environments
 - How to leverage your test environment
 - Open forum to address specific customer questions
 - Customer cross-feedback
 - Roadmap discussion – Customer Input
- Workshop 2
 - Business Planning / Strategic Review
 - How ASCert is used in Customers project/product lifecycle
 - Product Development
 - Product Implementation
 - Product Maintenance
 - Review of customer case studies
 - Key payment themes coming up over the next 12-18 months
 - How can Acquirer Systems better meet your ongoing requirements?

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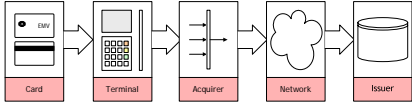
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Business Planning Strategic Review

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General Payment Card Infrastructure



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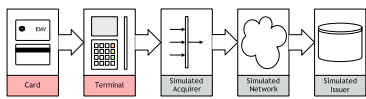
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Hardware Vendors

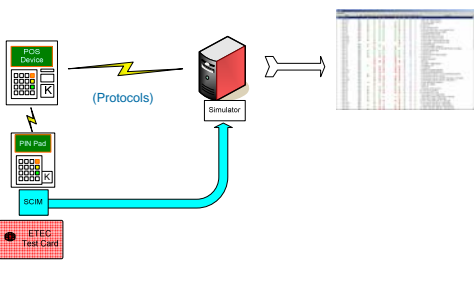


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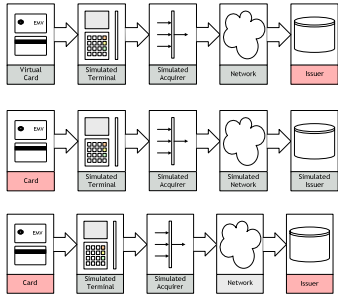
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Issuers



Host

Card

Host and Card

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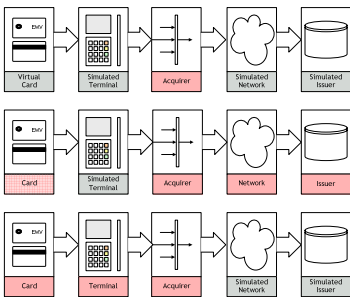
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Acquirers



Host system validation

Device emulation

Network emulation

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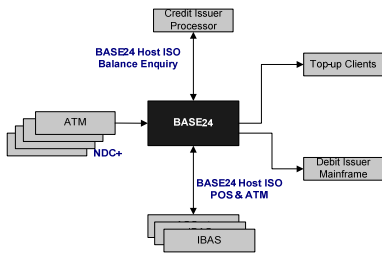
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BASE24 Test System



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Omnipay – John Ward

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- Challenges for product development
 - State of readiness
 - Are the two ends ready at the same time?
 - Host system availability
 - Enough test regions
 - Documentation
 - Do you have it all?
 - Is it the latest and most current version?
 - Short timescales
 - EMV has a steep learning curve
 - Error Handling
 - Communications and other errors

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- | | |
|---|--|
| <ul style="list-style-type: none">• Challenges for product development<ul style="list-style-type: none">– State of readiness<ul style="list-style-type: none">• Are the two ends ready at the same time?– Host system availability<ul style="list-style-type: none">• Enough test regions– Documentation<ul style="list-style-type: none">• Do you have it all?• Is it the latest and most current version?– Short timescales<ul style="list-style-type: none">• EMV has a steep learning curve– Error Handling<ul style="list-style-type: none">• Communications and other errors | <p>Options</p> <ul style="list-style-type: none">Off the shelf protocolsMultiple protocol instancesVendor ProgramsTrainingAs standard in our tools |
|---|--|

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- Product Development – Key Takeaways
 - Assess state of readiness before project start
 - Implement a risk register and monitor religiously
 - Be clear about the level of diagnostic information required
 - Make sure your test tool can deliver
 - Look for flexibility in your test tool
 - A comprehensive test strategy is key to overall project success
 - Be clear upfront – this will save time when you need it!!
 - Project timelines
 - **Hofstadters Law**
 - *It always takes longer than you expect, even when you take into account Hofstadter's Law.*
 - **Brooks Law**
 - *Adding manpower to a software project that is behind schedule will delay it further*

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- Testing Tool Solutions
 - Number of protocols required
 - Data requirements
 - Cryptography requirements
 - Multi Session / Multi Protocol
 - Use of real time validation
 - Reporting mechanism
 - General discussion

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- Product Certification
 - Host or Terminal Certification
- Challenge
 - Overall knowledge and understanding of key tasks
 - Do the people understand what they are testing
 - Documentation
 - Update to date? Complete?
 - Test Cards
 - Valid cards, and error cards
 - Level of Test Coverage
 - Being comprehensive
 - Examples


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Coffee break

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- Product Certification – Key Takeaways
 - Separate development and test environments
 - 75% of TIP errors are configuration related
 - 20% are incorrectly captured or executed tests
 - 5% are *real* bugs

- ASCert
 - ETEC/ADVT databases, protocol independent
 - One box solution
 - Can provide a service approach

- Key Feedback for Acquirer Systems

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- Product Implementation – Challenges
 - Getting the release package correct
 - Performance Requirements
 - Stress Testing
 - Pilot Strategy
 - Slowly and carefully
 - Careful review of progress
 - Rollout Strategy
 - Building on the success of the pilot
 - Migration
 - Backout Strategy
 - For when it really goes wrong
 - Burnt Fingers!!!
 - Any offers?

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- Product Maintenance / Live Operation
 - Interoperability – EMV
 - MasterCard – Accounts + BINs
 - Fallback monitoring
 - Clearing
 - M/Chip issues in a mainly VSDC world
 - ASCert Solution
 - Scenario Builder
 - Chip Details

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