



CSF INTERNATIONAL, INC.

OVERVIEW

CSF International, Inc. (CSFi) is a global software provider of electronic funds transfer switching and ATM driving and management solutions.

CSFi is located in Sarasota, Florida where the company's core research, software development, technical support and quality assurance functions are headquartered. A global network of resellers and support centers extend the company's sales and support capabilities worldwide. A diverse customer base includes community banks, credit unions, national banks, holding companies and service centers.



MISSION STATEMENT

Our mission is to deliver flexible, leading edge software products that are scalable, adhere to open system standards and provide a level of price/performance that enhances the productivity and profitability of our customers. Our focus is to deliver

leading edge solutions while never compromising our constant commitment to providing superior, responsive customer support services.

GLOBAL REACH

A worldwide network of authorized resellers and business affiliates has enabled CSFi to grow a diverse customer base that extends into over twenty countries and several geographical regions.

- Asia-Pacific
- Europe
- Middle East/Africa
- United States

BUSINESS PARTNERS AND AFFILIATIONS

A network of strategic business partners provide CSFi with integrated solutions that extend beyond the scope of its own products.

- Diebold
- Fiserv Precision
- Harland Financial Solutions
- IBM
- Inetco Systems
- NCR Corporation
- Paragon Application Systems
- SafeNet
- Thales
- Wincor-Nixdorf
- Triton Systems

Key business affiliations provide CSFi with the ability to react to changing industry mandates and technologies.

- Diebold PIX Member
- IBM Reseller
- MasterCard Vendor Program
- NCR Switch Partner
- SafeNet Security Partner
- Thales ProPartner

PRODUCTS

Hundreds of companies use our products to process their ATM and POS transactions. They incorporate the latest technological advancements yet remain flexible enough to meet changing business needs.

SWITCHWARE® ... An enterprise transaction processing and management system that provides ATM driving and management, POS terminal support, ATM/debit card file management, core system and EFT network interfaces, stand-in authorization and much more.



EZswitch® ... An on-line core system interface that authorizes ATM and debit transactions using current balances.

EZswitch®Plus ... The same ATM and debit on-line authorization functions as EZswitchPlus ATM/debit card file management and stand-in authorization.

VOLTDS™ ... A network control and message delivery system that manages communication and transaction flow between the various nodes in an EFT network (ATM, POS terminal, EFT network interface, core system, etc.).

FraudBlock™ ... A rules-based fraud detection and prevention system that can perform on-line authorization decisions in real-time mode and accumulate historical data in a background mode.

Sentinel™ ... An automated alert notification system that provides immediate problem detection and user notification through email or SMS text messages. Items monitored include your ATM network, core system, EFT network connections, SWITCHWARE® application and server plus any communication disruptions.

MIS Reporting System ... A browser-based reporting system that provides management data illustrating ATM availability, transaction types/volumes, acquirer/issuer fees, peak activity periods and transaction response times.

u/SNAC™ ... A multi-purpose system whose primary responsibility is to provide EFT network monitoring and control within a SWITCHWARE® network. The system can also be used as a legacy gateway, a platform for the Sentinel™ and VOLTDS® network services client applications and a platform for remote support software.

DART™ ... A transaction authorization replay application that serves as a test and benchmarking tool for applications that use VOLTDS®. DART™ uses the data capture files archived by VOLTDS® as the source of its replay messages.

PROFESSIONAL SERVICES

The extent of professional services will vary by the complexity level of each project and may consist of a combination of the following:

- System survey and design
- Project management
- Staging services
- Network certification
- Quality assurance testing
- Training
- UAT assistance
- Live conversion assistance
- System change requests

CUSTOMER SUPPORT

We take great pride in our responsive customer support services and believe that this is a vital component of any successful business.



Equipped with a state-of-the-art test and customer support lab, our company has the latest technology available to help simulate each unique customer environment. When the customer's unique environment cannot be replicated, remote testing and support services will be established through the Internet.

CARE Program

The Comprehensive Action and Resolution Environment (CARE) program includes access to technical support services during normal business hours (8:00-17:00 M-F EDT or EST).

Technical support services are provided through a web support system whose

ticket submittal is monitored during normal business hours to ensure timely resolution of the problem. The web support system can also be used after normal business hours to submit general questions, trouble tickets or system change/enhancement requests.

24-Hour Support

Customers that require technical support services after our normal business hours may subscribe to a Bronze, Silver or Gold 24-hour technical support plan. Upon subscribing to either of these plans, the customer is provided with a special access code that can be used to contact our technical support staff after normal business hours.

Remote Support

Remote customer support services are provided for tasks ranging from EFT network certifications to the resolution of critical system problems. The methods that are supported include:

- LogMeIn
- VPN

The type of method used will take into account customer security considerations. Both methods are secure and system access is controlled by the customer.

Problem Escalation

The time necessary to resolve a problem will be based on the nature and severity of the problem. Severe problems that affect a system's live operation or the customer's users will be attended to immediately. If the problem cannot be corrected through remote support procedures, on-site professional services will be made available.

FTP

Each customer has the option of using a private ftp directory that may be used for exchanging large files or sensitive customer data. A user name and password is required to access the private ftp directory ensuring that your information remains confidential and cannot be viewed by others.

Product Updates, Documentation and Bulletins

The latest product release information, electronic documentation, documentation updates, interface specifications, bulletins and software downloads can be found at a secure area of our web site.

EXPERIENCE

Comprised of a team of dedicated individuals with diverse backgrounds in information technology, banking, payments and electronic funds transfer, the company is divided into four main groups with experienced senior executives managing each.



Sales and Marketing

Corporate marketing activities, new business development, strategic alliances, direct sales, reseller coordination and account management.

Customer Service

Customer support, quality assurance testing, software distribution, project management, certification testing, training and on-site installation services.

Application Software

SWITCHWARE®, EZswitch®, FraudBlock and Sentinel™ application software programming design and development.

Systems Software

VOLTDS® and DART™ systems software programming design and development – legacy gateways, message delivery and communications.

We at CSF International stand ready to meet the unique requirements of your company.

Let us put our commitment to customer satisfaction and years of experience to work for you!

CSF International

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Version 4.2