



## CSF International

### OVERVIEW

CSF International (CSFi) is a global provider of electronic payment authorization and transaction switching 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.



The company strives 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, business affiliates and overseas support centers has enabled us to grow a diverse customer base that extends into multiple countries and several geographical regions.

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

### BUSINESS PARTNERS AND AFFILIATIONS

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

- Diebold
- IBM
- Inetco Systems
- NCR Corporation
- Paragon Application Systems
- SafeNet
- Thales
- Wincor-Nixdorf
- Triton Systems

Key business affiliations provide us 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 electronic payment transactions and they incorporate the latest technological advancements yet remain flexible enough to meet changing business needs.

**SWITCHWARE** ... A payment authorization and transaction switching system that provides ATM driving and management, POS acquiring and

merchant management, ATM/debit card file management including EMV smart card support, ATM monitoring and alert notification, PCI DSS / PA-DSS compliance and much more.



**EZswitch** ... A middleware solution that provides an ATM/debit delivery channel with on-line authorizations using the core system's current balances.

**VOLTDS** ... A network control and transaction distribution software module that provides message delivery functions for CSFi payment authorization systems. The system is responsible for managing communication and transaction flow between various nodes in an EFT network including ATM's, POS terminals, switch networks and the core system interface.

**FraudBlock** ... A rules-based fraud detection and prevention system that integrates seamlessly with CSFi payment authorization systems. The system performs on-line authorization decisions in real-time mode and accumulates historical data to identify fraudulent activity in a background mode.

**Sentinel** ... An unattended monitoring system that provides alert notification using email or SMS text messages. Items monitored include; CSFi payment authorization system, an ATM network, core and switch network connections 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.

**CSFi Management Console (CMC)** ... A multi-purpose system typically deployed at a financial institution's data center. The primary purpose is to run client application software for CSFi products but the system also serves as an application server and a front-end legacy controller.

**DART** ... A transaction replay application that serves as a test and benchmarking tool by using data capture files archived by VOLTDS.

## PROFESSIONAL SERVICES

A wide variety of professional services are available from CSFi. The extent of services offered will depend on the nature and complexity of the project and may consist of the following:

- Project management
- System survey and staging
- Switch network certification
- Quality assurance testing
- Training and UAT assistance
- Live conversion assistance
- ATM programming
- 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.

### TotalCARE™ Program

This program provides enhanced, customer-specific testing and software migration services that go beyond the normal scope of the quality assurance testing and software release methods provided under the CARE plan. As compared to generic test procedures, TotalCARE utilizes clone and target servers that mirror your existing and future production servers. These servers are then subjected to rigorous testing using special CSFi-developed utilities to ensure that the new software release will perform flawlessly in your unique environment.

### International Middle East Support Center

An international support center in Mumbai, India provides extended hours of technical support for our Middle East customers. Hours of operation are M-F 10:00 – 19:00 (IST, GMT +5.5).

### 24-Hour Support

Customers that require 24x7 technical support services 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 our normal business hours.

### Remote Support

Remote customer support services are provided for tasks ranging from switch network certifications to the resolution of critical system problems. The remote access method used is over a secure connection and each customer has complete control over access to their system.

### Problem Escalation

The time required to resolve a problem is 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 is provided with 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, payment authorization systems and transaction switching, we stand ready to meet the unique requirements of your financial institution.



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

### CSF International

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