

TotalCARE™

Quality Assurance Testing and Migration Services



TotalCARE™ offers enhanced, customer-specific testing and software migration services that go beyond the normal scope of the standard quality assurance testing and software release methods provided under the CARE™ plan. As compared to our generic test procedures, TotalCARE™ utilizes a clone and target server arrangement that mirrors a customer's existing and future production servers. Once established, the clone and target servers are subjected to rigorous testing using CSFi-developed utilities that ensure the new software cutover will function and perform flawlessly in a customer's unique operational environment.

Functions & Benefits

- Seamless introduction of new software releases into a customer's unique operational environment
- Greater level of confidence for cutover of new software releases that conform to the customer's existing business requirements
- Reduced resource time spent conducting arduous user acceptance testing (UAT) procedures.
- A faster approach and turnaround to release new software to the market
- Reduced technical support services required before, during and after the migration
- The advantages of "in-house" processing with a shift of "in-house" responsibility away from the customer's staff
- A target server image is archived with CSFi for future upgrades
- Production servers remain undisturbed during a new software release migration process



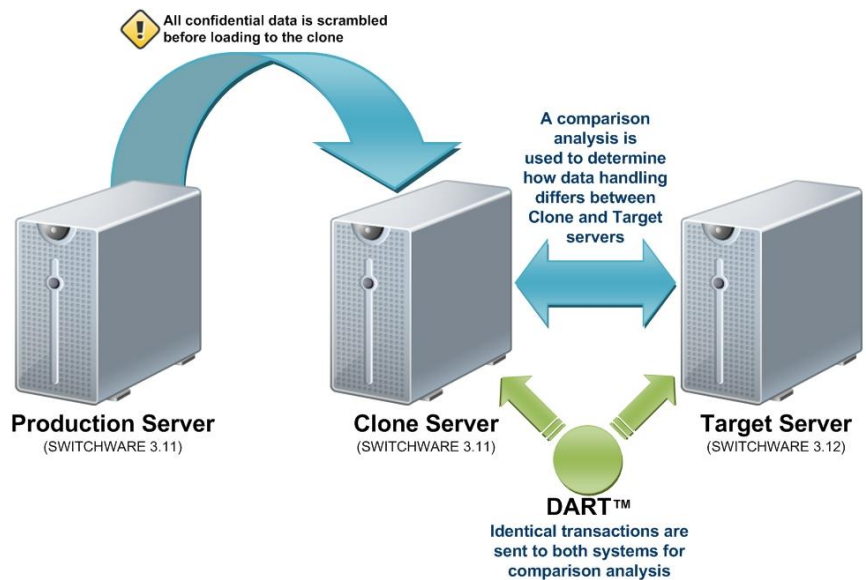
About CSFi

CSF International™ is a global leader in providing software for payment authorization, transaction switching, ATM driving, and debit card management. The company's software solutions offer services to hundreds of companies in over twenty countries, processing millions of transactions each year, and supporting thousands of ATM and POS terminals worldwide. Clients range from community banks and credit unions, to national banks, to multi-bank holding companies and to processing centers worldwide.



The Clone Server

A clone server is built using versions of the operating system, database and CSFi software that mirrors a customer's **existing** production server. During the establishment of the clone server, we take great care in managing customer's sensitive and confidential data. CSFi-provided utilities are used to remove sensitive and confidential customer information from the database and data capture files – the customer maintains control by running these tools on their servers. Cross reference tables of cardholder and account numbers are created and new numbers are generated and posted to the new database. A data capture cleaning utility will use the cross references to replace confidential card and account information on the data capture files for TotalCARE™ testing. CSFi then copies and installs the "clean" database and the "clean" data capture files on the clone server resulting in a server that is identical to the customer's production server and ready for testing.



The Target Server

A target server is built using versions of the operating system, database and CSFi software that mirrors your **new** production server. We then install and upgrade the same database that was cleaned for the clone server onto the target server. The result is a target server that is identical to your new production server with the upgrade installed and ready for testing.

The Test Environment

Our DART™ utility reads your cleaned data capture files and sends the transactions to the clone server. The utility will also read the same data capture files sent to the clone server and send them to the target server. A comparison utility will then be used to compare the databases, the online interface trace logs and all batch program reports on the clone and target servers. Any discrepancies will be identified and resolved prior to software delivery.