

Making every second

BHMI's Concourse-ESP software enables continuous settlement processing

BALDWIN HACKETT & MEEKS, INC. (BHMI), IS A LEADING software solution organization that has been implementing mission-critical applications for more than 18 years. The company has a proven reputation for creating high-volume transaction processing solutions with continuous availability and unlimited scalability. BHMI has expertise in a wide range of industries, with a particularly strong focus on developing premier solutions for the financial services industry. The HP NonStop server is a key platform for the deployment of BHMI solutions.

When it set out to create an enhanced settlement processing solution for the retail delivery of ATM and POS transactions, BHMI took a hard look at major trends in the financial services sector. Greater focus on cost containment by banks and payments processors; rising volumes and shorter settlement time frames; the need for more innovative services to attract and retain customers—all these factors and more were closely considered.

The result was Concourse-ESP. “Combining BHMI’s technical and industry expertise has allowed us to develop one of the industry’s most

scalable and available settlement processing solutions,” noted Dave Smith, sales manager for BHMI’s Concourse-ESP division. “Concourse-ESP transforms the traditional end-of-day batch settlement process into a continuous processing environment. This approach streamlines the processing environment and substantially reduces the risk of missing critical settlement deadlines. Additionally, our customers have the benefit of immediate access to valuable transaction information.”

Concourse-ESP continuously processes electronic funds transfer (EFT) transactions from multiple sources and concurrently calculates the resulting settlement positions. All information received from front-end EFT applications and external networks is stored in an online information repository, utilizing HP NonStop SQL database software. This facilitates trends analysis, operational research, and a variety of queries and reports. Concourse-ESP can interface with multiple EFT applications, including ACI’s BASE24 and eFunds CONNEX, providing a level of flexibility that is highly valued by financial services customers.

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Concourse-ESP

Customers also value the product's browser user interface, according to Concourse-ESP product manager Marcy Lauver. "This interface allows financial services providers to efficiently research and quickly resolve customer inquiries," she explained. "In addition, they can give their clients direct access to their own system data. The result is a reduced need for customer service personnel as well as improved quality of service." Lauver added that Concourse-ESP is the only settlement solution in the marketplace that has been designed to leverage the inherent strengths of the NonStop platform.

BHMI looks forward to the arrival of the Intel® Itanium® microprocessor-based NonStop server. "This will be hugely beneficial to our customers, because it will help reduce the cost of processing," commented Smith. Porting Concourse-ESP to run smoothly on the Itanium platform is a key part of BHMI's strategy. As always, BHMI will continue to leverage its strength in custom software development to mold Concourse-ESP to customers' specific needs.

Concourse-ESP makes every second count with continuous processing and instant data access. "It may be faster time to market; it may be winning customers away from competitors; it may be dealing with exponential transaction growth," concluded Smith. "There are many advantages, but the significant point is that customers are achieving real business results with our solution on the NonStop platform. It gives them a secure foundation that makes it possible to adapt quickly to changing market forces and new opportunities." ♦

A winning advantage

Two customers that are presently reaping the benefits of Concourse-ESP on the NonStop platform are Everlink and NetWorks.

Everlink Payment Services Inc., jointly owned by NYCE Corporation and Celero Solutions, chose Concourse-ESP to meet its financial settlement processing and reconciliation needs. "After an extensive review process, we selected Concourse-ESP because of its continuous processing architecture and its searchable online information repository," said Sheryl Britton, director of operations at Everlink. "Furthermore, it interfaces with our front-end processing environment and offers a flexible and scalable infrastructure. We also put great value in the fact that Baldwin Hackett & Meeks could augment Concourse-ESP to meet our unique Canadian settlement and reporting requirements to support Interac and ACCULINK transaction processing."

NetWorks chose Concourse-ESP for its transaction viewing, disputes processing, and ATM cash positioning needs. With access to near real-time transaction data via a browser-based user interface, NetWorks can quickly resolve disputes using an automated management process, and monitor ATM cash positions throughout the day. "Since NetWorks' payment processing infrastructure currently resides on the HP NonStop platform, we wanted the transaction viewing and disputes processing functionality to run on the same platform," said Philip Jossi, president at NetWorks. "By selecting Concourse-ESP, we will be able to leverage NetWorks' current investment in NonStop technology, limit our operating costs, and offer superior client services."