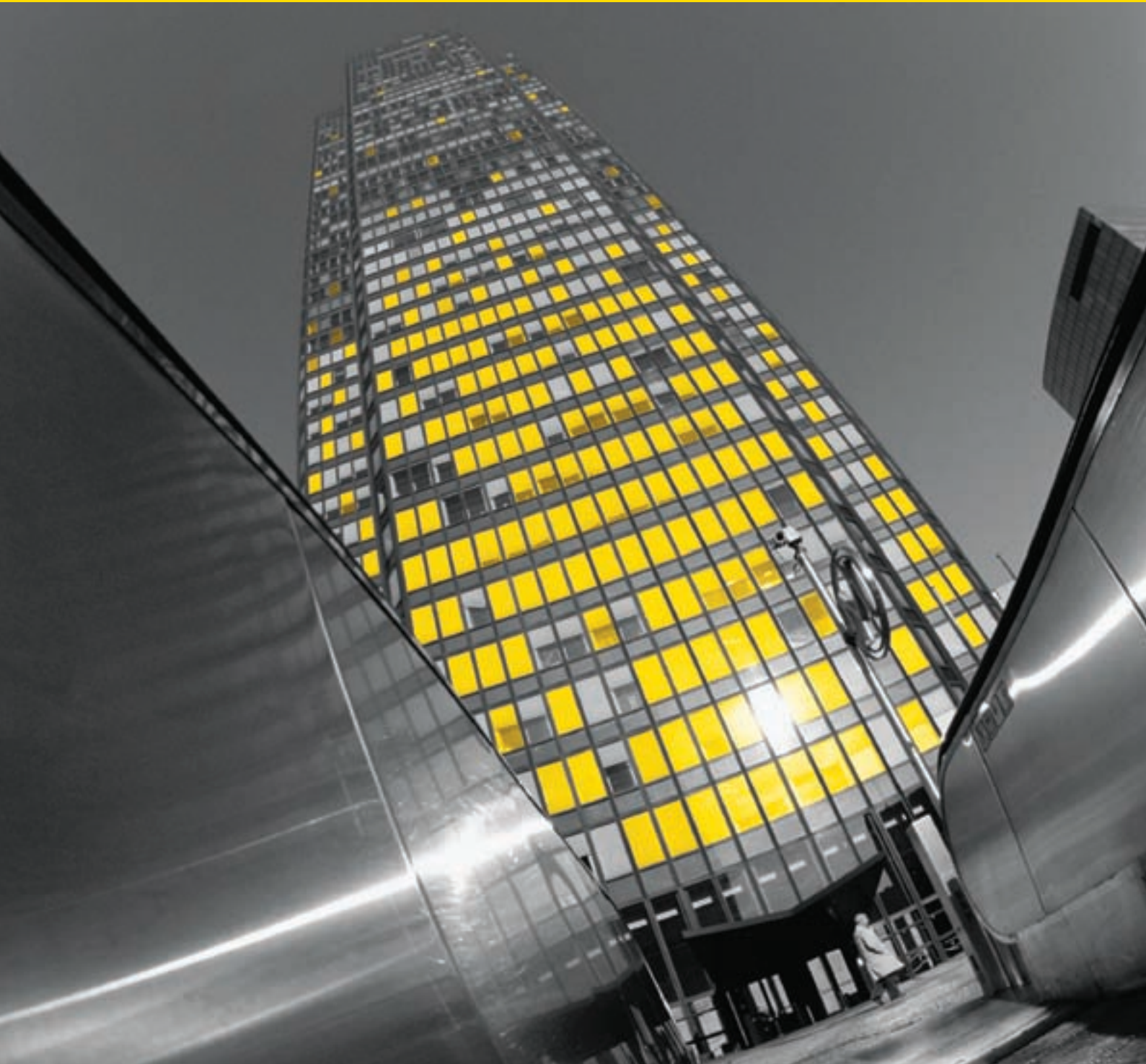




Financial Services

Business Activity Monitoring
**Optimise Performance,
minimise risks**



R e l e a s i n g y o u r p o t e n t i a l

Logica is a leading IT and business services company, employing 39,000 people across 36 countries. It provides business consulting, systems integration, and IT and business process outsourcing services. Logica works closely with its customers to release their potential - enabling change that increases their efficiency, accelerates growth and manages risk. It applies its deep industry knowledge, technical excellence and global delivery expertise to help its customers build leadership positions in their markets. Logica is listed on both the London Stock Exchange and Euronext (Amsterdam) (LSE: LOG; Euronext: LOG). More information is available at www.logica.com.

This document is for general information purposes only and is subject to change without notice.

Business Activity Monitoring

Optimise Performance, minimise risks

Managing a payments operation or any transaction processing environment is a complex task. The number of interfaces, queues, systems and process stages that have to be monitored can appear overwhelming. Actively measuring and managing payments SLAs for internal and external users can become a major challenge.

While transaction processing involves complex IT environments, merely focusing on the IT would be a mistake. With ever increasing pressures and smaller margins of error, the consequences of failure are serious.

Optimising performance whilst minimising risk and meeting the business needs of your organisation are the objective.

By bridging the gap between client service business management, operations and IT, business activity monitoring has a

key role in meeting client expectations and delivers the operational benefits needed in a high profile transactional environment like payments.

Business activity monitoring - the three key elements

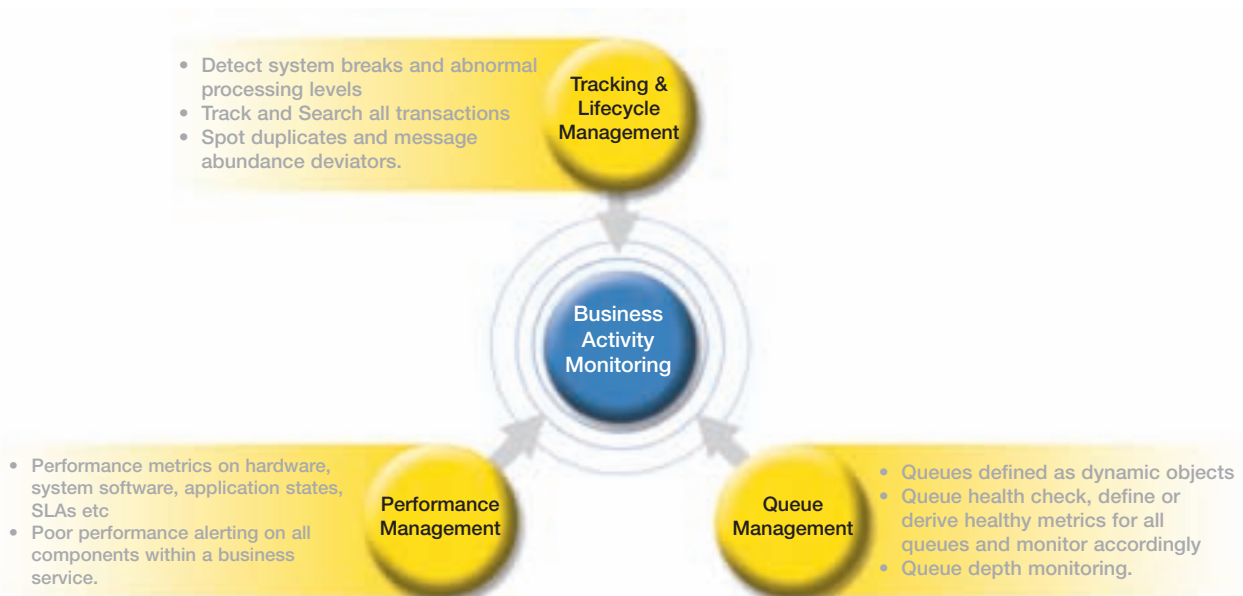
Many process management systems are able to provide some level of hierarchical status report on the application or system environment. However flagging that something is wrong is not enough without offering evaluation of the business significance, diagnostic data and access to resolution systems.

Any bank's capacity to deliver a high STP and cost effective service is largely determined by the ability of messages to flow through the system. This vertical information on messages is only truly meaningful once the dynamics of the

message flows are understood by monitoring services and presented to the responsible bank staff members.

LAPS business activity monitor (BAM) adds this dimension to payments process monitoring. It is tightly integrated with the payment transaction processing environment that it monitors, and delivers real time information from existing message flows.

This allows you to recognise the issues as they build up, to drill down to the root of the problem and therefore to improve service delivery and consistency. The benefit to the bank is higher STP rates and better customer services through improved operational SLA management.



LAPS BAM provides a three dimensional view on your application environment combining the three key elements of business activity monitoring.

> **Tracking and life cycling monitoring**

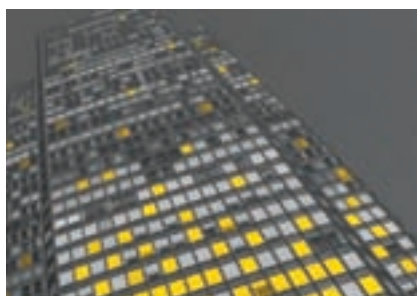
BAM tracking and lifecycle monitoring provides a message flow-based view of your business process. It tracks messages end-to-end within your system as they go through it. This ensures a single view of the transaction process and its operational status in terms of payments services.

> **Queue management**

Message queues enable the flow of information between the various parts of business logic within an environment. As such they need to be a part of business activity monitoring. Queue management provides the means to manage and monitor queue depths and throughput at each stage in the process of a payment lifecycle. Early warning alerts of abnormal activity, and tools to intervene in processing, enables better service delivery to clients.

> **Performance management**

Measuring systems performance is a key aspect of business activity monitoring. BAM provides the functionality to measure and manage all key performance indicators within your payment processing environment in order to safeguard your business service level agreements. It delivers prompt and accurate operational data – optimised for your payments processing needs. This improves customer service and reduces operational risk.

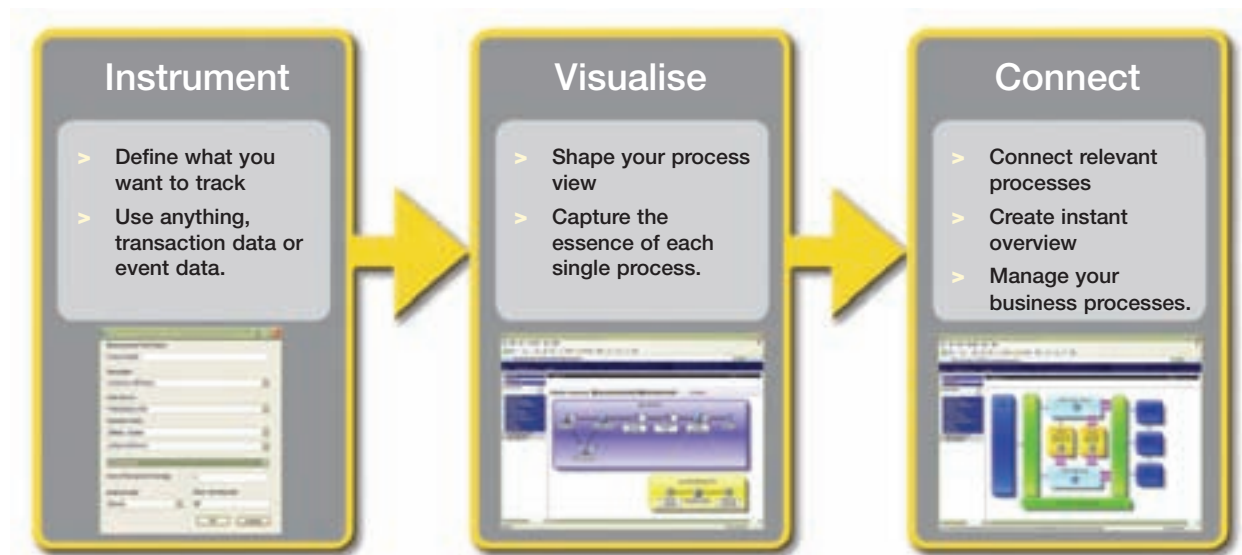


How does it work?

Capturing the essence of your business processes is crucial. LAPS BAM allows you to condense complex processes into a single comprehensive operational dashboard display in which the three elements of business activity monitoring are brought together.

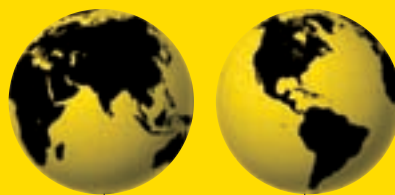
BAM allows you to define and extract the crucial data from existing processes and to visualise these processes in a single high level view. With powerful drag and drop graphics you can construct a management dashboard in a few simple steps.

Together with the extensive range of code libraries and extraction mechanisms, just about any electronic data can be extracted from your existing processes and systems - from UNIX error logs to financial messages, LAPS BAM can digest them all, make sense of them and alert operations teams of their status.



Key features of LAPS BAM:

- > Sophisticated alerting functionality that utilises multiple channels - e-mail, SMS, paging, fax to notify staff well in advance of major service issues
- > A non-intrusive architecture, providing support to payments operational management without degrading systems performance. This is ideal for incorporation within middleware environments
- > Queue management tools designed for automating your queue management, supporting performance tuning and delivering better service capabilities
- > Simple integration into existing systems and related services by use of the extensive interface library which allows easy data extraction from your application environment or log files
- > Selection and monitoring of targeted aspects of the payment process to support management and improvement of service levels and performance
- > The ability to extend the scope of the monitoring to include associated functions in linked systems and processes, leading eventually to enterprise wide deployment.



Australia	Morocco
Belgium	Netherlands
Brazil	Norway
Canada	Philippines
Czech Republic	Poland
Denmark	Portugal
Egypt	Russia
Estonia	Saudi Arabia
Finland	Singapore
France	Slovakia
Germany	Spain
Hong Kong	Sweden
Hungary	Switzerland
India	Taiwan
Indonesia	Ukraine
Kuwait	United Arab Emirates
Luxembourg	United Kingdom
Malaysia	USA