

NST's Managed Services

Overview

NewNet Secure Payment Transactions (NST) offers digital payment infrastructure solutions with intelligent routing & switching functions and cloud transformation for Acquirers, Processors, Banks, PSPs, Payment Gateways, PayFacs, MNOs, NSPs, FinTechs, CSPs etc. NST systems handle integrated payment transaction routing, secure network access, and payment data security utilizing flexible APIs, accepting omnichannel payments from Mobile, Web, In-Store, SmartPOS, mPOS, Ecommerce, Mcommerce & ATM transactions, fully compliant to security standards.

NST aims to increase the efficiency, cost effectiveness, mean time to resolve and overall productivity of the payment network infrastructure maintenance involving payment routing systems from NST, by extending managed services directly to the real time operations of customer network systems by working closely with the customer's IT & NOC teams.

NST with its global presence is increasingly motivated to work with our customers as a strategic managed services partner that remotely manage or deliver payment transport, security, networking & analytics system related services, thanks to our immense expertise, talent, and technologies that we hold, for our payment enterprise customers. NST's managed services offering of technology services promotes cost effective services to either complement or supplement the service capabilities that the enterprises can accomplish by itself, with superior quality, and more flexibility and scalability.

NST's mission is to deliver the highest level of service for our products and our goal is to achieve the positive levels of customer satisfaction. NST's services team aims to deliver the premium quality of service expected by our esteemed customers across the world. NST offers top rated managed services for payment acquiring, processing, Banking, PSP, Telco customers by leveraging NST system tools and extensive expertise of the NST services team managing marque payment customers' systems across the world over several years.

Managed Services

NST's Managed Services aim to provide an extensive service delivery targeted to offer value added services comprehensively managed, operated and delivered by NST's highly experienced, top notch Services team. The services cover a wide area of advanced network operation services including Network and Systems Monitoring Analysis of Statistics, System Evaluation and Health & Operational Reports etc.

Managed Services are expected to be operated in coordination with customer's network operations & IT/IS teams and assist them with the varied aspects of the payment systems involving NST solutions and facilitate them to tap into NST's expertise on a real time basis. This offering is absolutely over and beyond the Level 1, 2 services offered by the NST or its Partner teams and Level 3 services offered by the NST Support team as part of the standard annual maintenance.

The objective of the Managed Services is to enable the end customers on having high level of operational uptime, payment systems resilience and high overall confidence on the real time activities with the solid backing of NST's industry best payment, security, and networking technology experts in real time. As part of this Managed Services, the end customers will get the multiple benefits of NST co-powering the operations of the customer's payment systems delivered by NST and leveraging the fullest capabilities of the applications for the high quality operation to meet the industry and customers' expectations.

Key Benefits

- Round the clock monitoring
- System status assessment
- Incident Tracking & Analysis
- Health Checks & Validations
- Traps & Alerts Review
- Instant Checking of Logs
- Statistics Review & Validations
- Constant Tracking of Key Parameters
- Periodic Reporting
- Economical Service Delivery
- Compliance to PCI Standards
- Highly Competent Technical Team
- Comprehensive Services Delivery

Managed Services Category

The multiple managed services offered are listed with functional details below and the packaging of these services are also described as applicable to payment industry customers.

Real Time Monitoring

- System Utilization verification- CPU, RAM, SSD
- Network performance analysis
- O&M Reports of critical events
- Monitoring Traps, Alarms, Logs, Resource utilization
- Incident response, rapid restoration & troubleshooting
- Certificate Expiry handling
- Periodic system backups
- Routine preventive maintenance
- Regular Reports for NOC Teams
- Redundancy status checks

System Updates & Change Management

- Manage system configurations, upgrades, and application revisions
- Technical assessment for new features
- Execution of SW, HW upgrades
- Deliver MOPs, Process documents
- Timely HW updates and upgrades
- System or Environment migration support
- Test & validation of new configurations, features

Periodic Network Auditing

- Comprehensive end to end system Audit
- Risk & threat analysis of SW, HW, configurations, external factors
- Analysis of errors, failures, Traffic patterns,
- Review feature requests & enhancements needs
- System performance analysis & Configuration fine tuning
- Identify & apply SW patches, HW BIOS & FW upgrades
- Reporting & execution on Audit observations

Managed Services Packages

Three tiers of Managed Services are offered for enabling purposeful usage for the payment industry customers who require high availability, seamless continuity of operations and uninterrupted service delivery.

Sliver Package

- Real Time Monitoring

Gold Package

- Real Time Monitoring
- System Updates & Change Management

Platinum Package

- Real Time Monitoring
- System Updates & Change Management
- Periodic Network Auditing

