

PaymentOne

PaymentOne

Taking business further. Faster.

“ProactiveNet’s solution touches almost every element of PaymentOne’s business, helping us to maintain our standards of excellence. Since choosing ProactiveNet, the number and the length of our outages have significantly decreased”

– Ted Sergott
Vice President, Engineering
PaymentOne

Overview

PaymentOne Corporation is the leading Payment Service Provider (PSP) for the Internet, offering complete outsourced billing and customer revenue optimization solutions that support millions of transactions each day. PaymentOne’s mission is to make frictionless payment a reality on the Internet by providing innovative payment options and end-to-end services that make it easier for providers to sell and for consumers to buy. Many of the industry’s most prominent ISPs and digital content providers rely on PaymentOne to provide payment strategies and services that fuel new subscriber acquisition, increase revenues, and improve operational efficiencies.

The Performance Management Imperative

A flexible and robust monitoring system is critical to PaymentOne’s business. Because PaymentOne customers utilize the Internet to access these services, performance of PaymentOne’s online applications is vital to maintaining customer satisfaction. Clients demand a high level of availability and rapid response time for all of PaymentOne product and services. So PaymentOne’s complete operation must remain up and running at all times. 365 x 7 x 24 monitoring activity is required to meet and exceed these expectations.

The Challenge

PaymentOne had utilized a combination of in-house and off-the-shelf monitoring packages, but wanted to replace these various tools with one company-wide monitoring solution supported by a single vendor. PaymentOne’s system architecture is comprised of a variety of hardware platforms and software solutions, and they wanted one monitoring solution that could cover all these varied devices across all platforms. They also wanted a monitoring system that not only identified whether devices were up or not, but also measured levels of performance degradation.

The ProactiveNet Solution

ProactiveNet is PaymentOne’s single monitoring solution. It helps PaymentOne quickly identify, diagnose and resolve performance problems for online applications using its patented Intelligent Threshold and SmartFilters root cause analysis technologies. ProactiveNet is used to monitor the performance of PaymentOne’s entire operation -- a multi-platform environment including Cisco, Dell, Java, Linux, Microsoft, Sun and Unix -- covering millions of transactions generated daily by PaymentOne’s customers. ProactiveNet’s solution helps PaymentOne make reliable payment services a reality on the Internet.

The ProactiveNet Advantage

ProactiveNet was chosen over other solutions due to its superior monitoring capabilities which enable PaymentOne to have a single comprehensive monitoring solution that covers all devices and platforms across the company. ProactiveNet also provides PaymentOne with better insight into the performance of their systems because it not only monitors whether a device is up or down but also tracks levels of service degradation. In addition, PaymentOne considers ProactiveNet’s flexibility an advantage because it is not tied to one specific technology, giving them the freedom to migrate to any platform they choose and integrate with any brand of hardware or software.

“A flexible and robust monitoring system is critical to PaymentOne’s business. Maintaining high levels of availability and reliability for our industry-leading clients is essential to both their success and ours. ProactiveNet is a critical tool, enabling PaymentOne to find and fix application performance and system issues before they become client problems.”

– Ted Sergott, PaymentOne

ProactiveNet Benefits

PaymentOne has gained the following benefits from ProactiveNet:

- ✓ Increased productivity due to root cause analytics and trending analysis.
- ✓ Reduced application downtime.
- ✓ Better customer service.
- ✓ Improved SLA management.
- ✓ Competitive advantage through reliability.

ProactiveNet

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