



## At a Glance Visibility and Monitoring of Your Entire Cardprotect Voice+ Environment

### Real-time Insights That Help Power Operational Excellence

Your business depends on being able to take secure payments over the phone – without missing a beat. So you need to be certain that your Semafone payment solution is operating optimally, and at a level that your customers expect.

Semafone Scout+, Semafone's monitoring solution provides complete visibility of your entire Cardprotect Voice+ infrastructure and applications, giving you the ability to monitor, troubleshoot, and optimise all these resources.

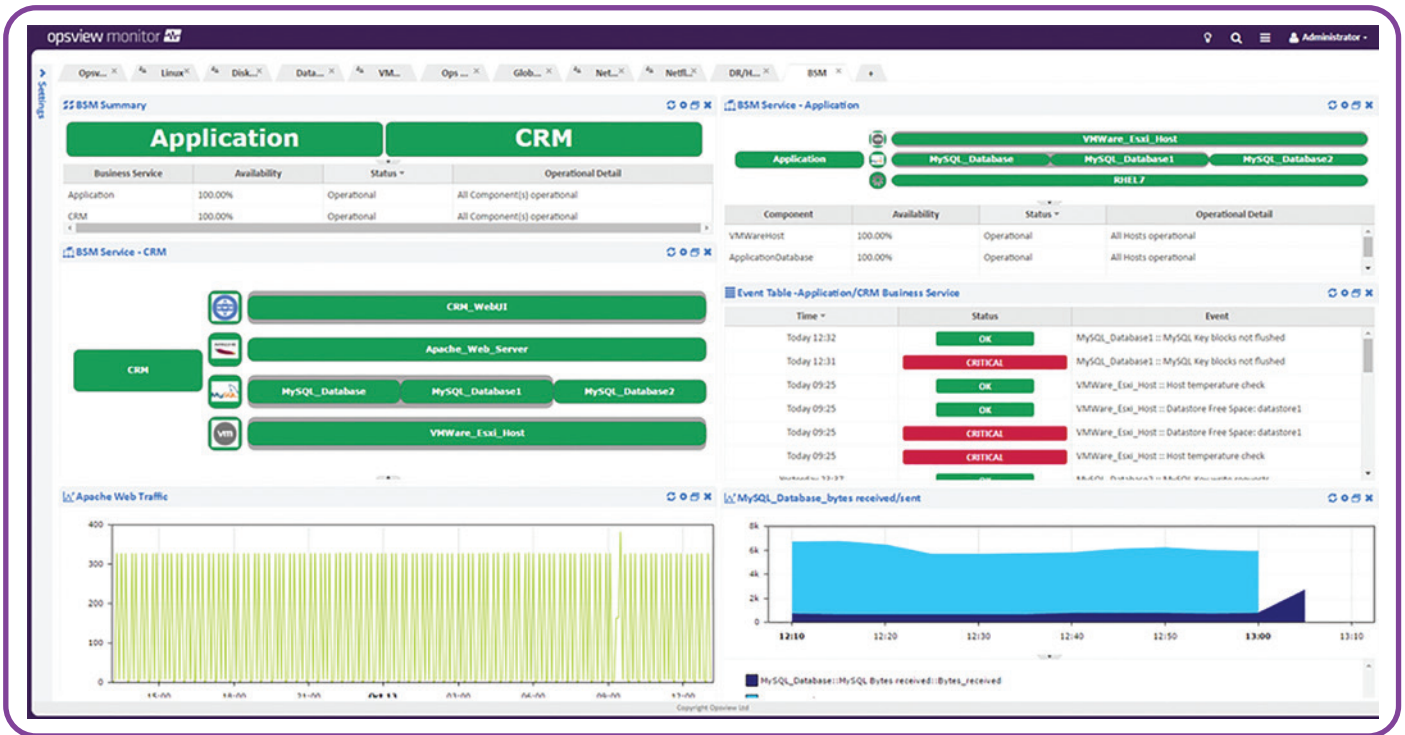
Providing the full-stack visibility that IT operations teams need to identify and resolve issues quickly, Semafone's single-pane solution makes it easy to undertake effective monitoring at scale.

### Dashboards That Cut Through the Complexity

Delivering actionable data insights that make it easy to monitor the core components and applications of Cardprotect Voice+, Semafone's scalable monitoring platform cuts through the data clutter and serves up the relevant insights IT operations teams need to make business-critical decisions in real-time.

Easy-to-configure pre-defined dashboards serve up information at-a-glance and graphical representations of core application metrics and key performance indicators (KPIs). Operational teams have the ability to fine-tune dashboards and alerts to meet their exact needs.

To ensure that the right information gets delivered to the right people at the right time, targeted and conditional notifications and alerts can be created for specific teams and job roles. These alerts can even be delivered to users via their mobile devices, so they never miss an issue – even when they are on the move.



## Compressing Incident Resolution Timelines – and More

Providing deep insights into how the entire infrastructure environment of Cardprotect Voice+ is performing, Semafone Scout+ makes it easy to pinpoint exactly where the root cause of a problem lies should an incident arise. Expert teams can use this critical information to quickly start working together with Semafone’s support team on a fix.

But that’s not the only advantage of constantly monitoring the entire Cardprotect Voice+ infrastructure domain.

Semafone Scout+ also provides comprehensive reporting tools that make it easy for operational teams to analyse historical data and identify performance trends. These tools provide a simple, intuitive way to undertake capacity planning, proactively prevent failures, and undertake post-event forensic activities that enable teams to learn about what conditions led to an issue.

## Dedicated to Keeping Your Payments Environment Up-and-Running

Here at Semafone, we know how business-critical your payments environment is. Our monitoring platform delivers the real-time information and insights, delivered on a single dashboard, that IT operations teams need to optimise their Cardprotect Voice+ environment.

### Semafone Scout+: Key Features

- An advanced real-time dynamic monitoring solution, powered by Opsview technology, that delivers access to the core of your transaction platform
- Easy out-of-the-box configuration, with pre-defined dashboards and automated alerts
- Delivers unified visibility of the entire Cardprotect Voice+ IT environment
- Complete control over who has visibility of what information; define reporting parameters according to job or functional role
- Push notifications to mobile devices ensure the right people are alerted at the right time
- Ideal for organisations of any size; deploy on-premises, in the cloud, or hybrid environments

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