

Pemco Technologies

Clients Count on Stratus

Managing transaction growth, driving down costs with reliable Stratus® ftServer® systems

Business situation

Award-winning reliability and renowned service to its financial institution customers have earned Pemco Technologies recognition as one of the top payment solutions companies in the U.S.

The Seattle-based company depends on best-of-breed technologies to extend its reputation as the most reliable single-point pass-through processor of Visa®, MasterCard®, and ATM transactions. In 2002, this practice guided Pemco to upgrade its payment infrastructure. Pemco decided implementing an electronic funds transfer (EFT) application on Stratus Technologies' fault-tolerant ftServer® systems in a Microsoft® Windows® server environment would meet its objectives.

The company had previously launched its ATM and PIN debit card processing service on a mainframe computer, heeding the advice of its technology provider at the time. But the pilot implementation fell short of expectations. An alternative was sought to proprietary systems that were unable to adapt to changing technology or scale with increased transaction volumes.

A number of objectives would be vital to the success of the project:

- Maintain extremely dependable ATM and PIN debit card processing
- Handle ongoing transaction growth
- Reduce cost of ownership

The Stratus solution

A solution consisting of Stratus fault-tolerant servers, packaged EFT software, and an SQL Server database was the

Quick Facts

Solution profile

- Provides ATM acquiring for financial institutions nationwide
- Processes millions of PIN-based transactions each month
- Provides ATM and PIN debit card processing
- Offers business continuity and disaster recovery
- Higher reliability, lower transaction costs
- No unplanned hardware downtime on ftServer systems since installation

Servers

- Stratus ftServer systems

Software

- Packaged EFT application, SQL server

leading choice for the transaction processing engine because of its open systems architecture, assured availability, and outstanding performance. With the payment software running on Intel® processor-based Stratus ftServer systems, Pemco achieved uninterrupted processing and has kept pace with growing transaction volumes at a fraction of the cost of the proprietary approach it evaluated originally. Reliability has been higher; transaction costs, lower.

“Our choice of Stratus Technologies fits our business demands for flexible and reliable systems that handle enterprise payments with reduced cost of ownership,” says Dan Cook, CEO of Pemco. “We are able to offer hosting services to our customers, decrease transaction costs, and extend services to all touch points without having to add more staff.”

Stratus ftServer systems are a family of ultra-reliable Intel processor-based server hardware for Microsoft Windows server operating systems. As a result, users gain the advantages of a fault-tolerant family of servers at industry-standard prices. The ftServer family has demonstrated “five nines” or better uptime, or 99.999% and higher, installed at Stratus customer sites worldwide.

Count On Stratus™



The ftServer architecture keeps business online with Continuous Processing® technology that attacks leading causes of system downtime and data loss: single points of failure, cluster failover time, faulty device drivers, human error, component and software revision incompatibilities, and more. The inherent reliability of the hardware fault-tolerant design, coupled with unique software availability features and integrated service technology, yields benefits over competing alternatives such as high-availability clusters in settings where application availability and operational simplicity are crucial.

Business impact

The decision has proven to be the right one. Pemco has not experienced unplanned downtime on its ftServer systems in the years since.

After moving beyond the proprietary mainframe system, Pemco enjoys the lower cost of ownership and easier interoperability that come with a standard Windows environment. Adopting a Windows platform helps Pemco make the most of in-house IT skills and economical, off-the-shelf technology. What's more, the use of industry-standard technology promises that the transaction processing platform will coexist smoothly with changes the future may bring to the company's computing environment.

And because the company can extend the solution to provide hosting services, it is equipped to bring mid-sized clients the advantages of a high-performance data center environment — while sparing them the overhead of 24/7 operational support and managing a sophisticated enterprise payments infrastructure.

In addition to around-the-clock availability and reduced transaction costs, Pemco benefits from being well prepared to handle growth in transaction volumes because of the highly scalable distributed processing supported by ftServer systems.

More recently, a daily transaction load that has risen by more than 50% since its first Stratus servers were installed led Pemco to upgrade to the second generation of ftServer systems. Satisfaction with the two Stratus servers at its main data center also won a place for two additional ftServer systems located at a business continuity and disaster recovery site.

The newer two-way fault-tolerant ftServer models improve transaction throughput using Dual-Core Intel® Xeon® processor technology with the same stellar uptime protection Pemco has come to expect.

About Stratus

Stratus Technologies is a global solutions provider focused exclusively on helping its customers achieve and sustain the availability of information systems that support their critical business processes. Based upon its 25 years of expertise in server and services technology for continuous availability, Stratus is a trusted solutions provider to customers in manufacturing, life sciences, telecommunications, financial services, public safety, transportation & logistics, and other industries.

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CEO
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