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## Paragon Tools Enhance Diebold's ATM Quality Assurance Testing

What tools are integral to Diebold's ATM quality assurance and integration testing? Paragon's WorkSmart™ Suite of ATM simulation, configuration and testing tools. With over 30 licenses of Paragon products for internal use, Diebold counts on Paragon tools to provide a comprehensive view of customer and ATM host software interaction with their ATMs.

When Diebold decided to replace their Pace, 1/Link and iConnect ATM driving and monitoring software with Mosaic Postilion, they needed a tool to quickly and easily conduct certification testing of the new ATM driving system. Diebold chose Paragon's ATMulator™ to simulate Diebold ATM interaction with Mosaic Postilion.

"A key benefit of Paragon's ATMulator is that it allows us to operate the Mosaic Postilion software remotely for certification testing," says Bob Schade, Special Services Manager for Diebold. "This saves us time and travel expenses."

To ensure the reliability of Diebold ATM interaction with various ATM host driving software packages, Diebold uses Paragon's FASTest™ as an ATM Host Simulator for integration and validation testing. FASTest's ability to simulate all of the major ATM driving software systems offers Diebold comprehensive testing capabilities. "FASTest gives us the flexibility we need to define host downloads and message sequences for transactions," says Doug Roth, Manager of Agilis 91x for Diebold. "The tests are automated, repeatable and provide a comprehensive third-party view of using Diebold ATMs."

In addition to FASTest, Diebold uses Paragon's ATM configuration tool, ConfigBuilder™, to edit configuration files and screen designs on behalf of customers. "ConfigBuilder is an easy-to-use, robust ATM design configuration tool," says Bruce Bowen, Senior Software Engineer for Diebold.

Quality customer support from Paragon helps Diebold maximize the effectiveness of the Paragon tools. "The support from Paragon is excellent! Paragon's support staff always provides quick response," says Roth. "We've had a long and productive relationship with Paragon," adds Schade. Diebold has used Paragon tools internally since 2000, and

recommends the tools to their customers. Paragon participates in Diebold's annual Partner Information Exchange (PIX), and The Advisory Group (TAG).



*We won't rest.*

*"We've had a long and productive relationship with Paragon."*

*Bob Schade,  
Special Services  
Manager for Diebold*

## What's **NEW!**

*Paragon is pleased to welcome these customers*

- Arab Bank plc - Amman, Jordan
- Bank of Attica - Athens, Greece
- Colonial Bancgroup - Montgomery, AL
- Commerce Bank & Trust - Topeka, KS
- Doha Bank - Qatar through our relationship with CSF International
- Dubai Islamic Bank - UAE through our relationship with CSF International
- EECU - Fresno, CA
- Municipal Credit Union - New York, NY
- Pay By Touch - San Francisco, CA
- Simtel - Kigali, Rwanda
- United Bulgarian Bank - Sofia, Bulgaria through INFORMER SA, a CSF International Distributor
- Webster Bank - New Britain, CT
- Over 40 credit unions to date have licensed Paragon's ConfigBuilder LE™ through our relationship with LynxGate Solutions

# Message from the President



As we enter the second half of the year, the days are supposed to feel longer, but they certainly don't feel that way to me. We've got so many exciting things going on that the days are flying by.

You may have noticed our new logo in this issue of the newsletter. This is the first change we've made to our logo since founding Paragon in 1994. We wanted our new logo to reflect the tremendous progress we've made, hence the new colors, while retaining the globe at the core of the design — because our core values in terms of customer satisfaction remain unchanged. I'd be very interested in what you think of the new design. You'll see it with increasing frequency in our materials.

We recently completed our second training class in our Winter Park, Florida office. Judging from attendee feedback, it was a resounding success. Everyone found the sessions both interesting and informative, particularly the “hands-on” aspects of the instruction. We have one more class in Winter Park scheduled this year. Contact us for more information. I would encourage you or someone from your organization to consider attending.

In this issue, we're highlighting one of our distribution partners — CubeIQ. This year we have started expanding our customer base outside of North America and have partnered with CubeIQ to address the Greek banking market. The relationship has produced immediate results and we are very pleased to be working with them. We'll highlight other distribution partners in subsequent issues of “The Paragon Edge”.

As part of our international expansion, we have included EMV (“smart card”) support in our products. Special thanks to our customers who participated in the beta testing. They represent some of the leading software and hardware vendors in the industry and their assistance and advice was invaluable. We wanted to make sure that our implementation was comprehensive and robust, and couldn't have succeeded without their contributions.

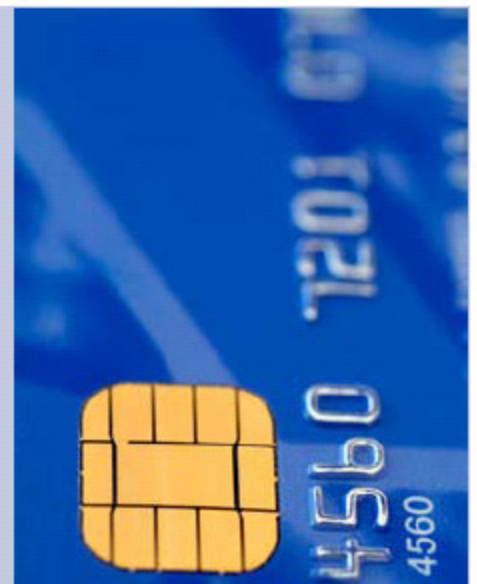
I urge you to check our web site — [www.parappsys.com](http://www.parappsys.com) — on a regular basis. Look for several new product and support announcements in the coming months related to our next generation, web-based series of test and configuration tools. We have a few collaborative efforts under way with some of our industry-leading customers and are very excited about where we're going.

## *EMV- Smart Card Update*

*As banks and retailers migrate to EMV (“smart cards”) in their ATM and POS networks, they need tools to test the accuracy of their EMV system. Paragon's ATM and EFT testing tools with EMV allow users to create “virtual cards” for testing. With virtual cards users can “see inside the chip” — eliminating the guessing game when physical cards fail.*

*Recently, the following banks have licensed EMV support for Paragon tools:*

- Arab Bank plc-Amman, Jordan
- Bank of Attica-Athens, Greece
- Doha Bank-Qatar
- Simtel-Kigali, Rwanda
- United Bulgarian Bank-Sofia, Bulgaria



# Distributor Profile

## *Paragon Expands European Presence with CubeIQ*



**Name:** Dimitrios D. Garbis- Business Development Manager of CubeIQ

**About Cube IQ:** Based in Athens, Greece, CubeIQ Limited is an IT company specializing in Business Process Re-engineering focused in the Banking and Electronic Transaction Processing Market.

**Why did you choose to become a Paragon distributor?** "In my 15+ years of experience in the Greek banking market, I relied on comprehensive testing programs to insure that

we delivered accurate banking services. We chose Paragon because their ATM and EFT simulation and testing solutions have been proven with over 200 customers worldwide. Paragon's customizable products offer solutions to meet the needs of smaller banks with just a few ATMs as well as comprehensive tools suitable for larger financial institutions."

### **What are the key needs in your market and how do the Paragon tools help you to meet these needs?**

"Right now, banks in our market are starting to implement EMV ("Smart Cards") in their ATM and POS networks. As part of this process, they need EMV testing tools. Paragon's ATM and POS testing tools with EMV support enable banks to conduct the thorough testing they need to have confidence in their EMV systems."

"Multiple ATM applications in different languages with different flows is another issue. Over the past 6 years, Greek Banks have been expanding into the Balkan region. ATM administrators have to develop and maintain a number of different ATM applications. Paragon development and testing tools enable them to develop and test new applications, or to complete changes, quickly and accurately."

**Areas covered by CubeIQ:** Cube IQ provides distribution and technical support services for Paragon Application Systems' products in Greece and neighboring countries including Cyprus, Albania, FYROM, Bulgaria, Romania and Serbia.

### *Paying By Touch*

Since 2002, Pay By Touch has provided consumers with the ability to pay for purchases with a simple finger scan (using biometric authentication), and retailers with a complete payment solution from the finger scan to Automated Clearing House (ACH) and credit card payment processing. To maintain their promise of providing a faster, more convenient checkout, Pay By Touch counts on the accuracy of their POS devices. A

comprehensive testing program using Paragon's FASTest™ software to simulate the POS device, gives Pay By Touch confidence in the reliability of their transaction processing.

"We are using FASTest to simulate sending payment transactions to our payment processing service," says Nhan Nguyen, CIO and CTO of Pay By Touch. "FASTest is helping our payment processing service increase capacity and move into larger markets."

One key to Pay By Touch's

experience with FASTest has been the customer support they have received from Paragon.

"Paragon was there from the very beginning, helping us in the installation process and answering our questions in a timely manner," says Nguyen. "The ongoing support we receive from Paragon is excellent. Recently, we needed a data format change quickly in order to be certified by a leading financial institution. When we notified Paragon, they had a patch ready within 24 hours."

# Training

## Paragon ... Training Update



### Paragon 2005 Training Classes In Winter Park, Florida

May 2nd-6th • July 18th-22nd • October 17th-21st

Join us for 1 to 5 days of ATMulator, ConfigBuilder, FASTest and FASTress product training!

During the first week in May, and again in the second week in July, groups of Paragon customers from all over the United States and Costa Rica converged on Paragon's Winter Park Florida office for product training covering ConfigBuilder™, Paragon's ATM configuration tool; ATMulator™, Paragon's ATM simulation tool; and FASTest™ for ATMs and ISO, Paragon's regression and quality assurance testing tools.

In the interactive product training sessions, users learned how to utilize Paragon's software tools to their fullest potential. "I learned a lot and it was conducted in a manner in which it was very easy to follow and grasp the material," said Tana Olson, Senior Project Manager of Citigroup. Referring to Paragon's trainer Jim Bradley, Nicole Prewitt, Business Systems Analyst from Certegy added, "Jim is an excellent trainer with in-depth industry knowledge".

*"...it was conducted in a manner in which it was very easy to follow and grasp the material."*

*Tana Olson, Senior Project Manager for Citigroup*

Paragon will be conducting an additional Florida training session this year from October 17th-21st that will cover Paragon's ConfigBuilder, ATMulator, FASTest for ATMs and FASTest for ISO 8583, POS and IFX. For more information on the training session, visit our web site at [www.parappsys.com](http://www.parappsys.com).

## 2005 Newsletter Late Summer/Fall

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