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## Credit Union 24 Recommends FASTest

When Credit Union 24, a credit union member owned full-service ATM/POS network decided to change network operations, they wanted to ensure a smooth transition for their processors. Recognizing that pre-certification testing would save their member processor's time and money during network certification, Credit Union 24 (CU 24) is recommending Paragon's quality assurance and regression testing tool, FASTest, for member pre-certification.

Paragon's FASTest for CU24 is a desktop application that simulates the CU 24 network. Processors receive transactions for authorization from FASTest that are identical to the transactions they will receive in production from the CU 24 Network. This enables them to verify that their host system can perform the logons and accurately process CU 24 transactions prior to actual on-line certification with the network. Processors can count on accurate pre-certification testing since FASTest for CU 24 is certified with CU 24's processor, Fifth Third Processing Solutions and comes with the CU 24 pre-certification scripts already loaded.

"We're very excited to be able to recommend Paragon's FASTest tool to our Credit Union 24 processing partners," said Credit Union 24 President & CEO Jim Park. "Paragon's pre-certification testing



solutions will ultimately ensure that our credit union cardholders

continue to enjoy accurate and reliable transaction processing."

In addition to certification testing, FASTest also enables users to conduct comprehensive quality assurance and regression testing using Paragon's automated test cases or by customizing test cases to meet their specific needs.

"Our customers have proven they can prevent errors going into production and also reduce their certification/recertification times by thorough testing with FASTest," says Kathryn Cameron, Director for Sales for Paragon Application Systems. "FASTest's flexibility allows them to use the test cases we provide and to also create and test good, bad and fraudulent scenarios."

*"We're very excited to be able to recommend Paragon's FASTest tool to our Credit Union 24 processing partners."*

**Jim Park**  
President & CEO  
Credit Union 24

Paragon's FASTest software is currently used by over 175 financial institutions with more than 375 licenses worldwide. FASTest is available to simulate over 60 message formats including ISO 8583, POS, ATM and IFX.

### **Optimizing Quality Control at ITI**

Serving more U.S. banks and savings institutions than any other software and services vendor, Information Technology, Inc. (ITI) has been one of the nation's leading financial technology providers. For 30 years, they have maintained an exclusive and consistent focus on delivering next-generation banking through openly integrated software, hardware and services. That dedication to excellence can be seen in their recent efforts to optimize quality control over the ATM and EFT products they support, by licensing Paragon's ATMulator Plus and FASTest products.

"Paragon tools provide a user-friendly interface to simulate any ATM or EFT message, and the

comparison and reporting tools enable us to identify discrepancies easily and efficiently," says Kent E. White, Senior Quality Control Manger for ITI. "Use of the tools has greatly decreased development time, plus we're able to create new ATM switch interfaces with fewer programming challenges."

ITI uses Paragon's ATMulator Plus and FASTest products to conduct unit and regression testing of any ATM changes, new ATM program development, and EFT switch interface development. ATMulator Plus provides a desktop

virtual ATM interface enabling ITI to see what customers see and do what customers do at their Diebold, NCR or Wincor ATMs. With ATMulator Plus, ITI can simulate and test virtually any ATM condition or device fault. With Paragon's Professional FASTest, ITI has the freedom to customize EFT message formats in order to test EFT interfaces between their customers and various host systems.

"We're pleased to have the opportunity to work with ITI and enhance their competitiveness through the Paragon WorkSmart product suite," says Harold Pruitt, Account Manager for Paragon



**INFORMATION TECHNOLOGY**

*Another Fiserv Connection*

Application Systems. "ITI personnel are

committed to fully using Paragon products with the many advanced features in order to maximize testing effectiveness and efficiency."

"Initial indicators demonstrate that Paragon's ATMulator Plus and FASTest will be excellent tools to enhance ITI's ability to provide even higher quality ATM application products and service to our clients," adds White. "We appreciate the fact that Paragon has treated ITI as a valued partner and not just another client using their software."

#### **FASTest Tip**

In version 2.3 of FASTest, Paragon has eliminated the 30 character description limitation for testing titles. Now it's easier to name tests and to locate them in your test case library. For example, a test that would have been abbreviated to TRN FRM DDA to CRD can now be described as Savings Transfer from Checking to Credit Card.

## ***Paragon Expands Presence in Central America***



For more than 14 years, TII Smart Solutions has been dedicated to offering their customers complete turnkey solutions to implement and process electronically generated financial transactions. With 70 installations in Central and South America and the Caribbean, TII Smart Solutions has established a solid customer base. Now TII Smart Solutions is providing distribution and technical support services for Paragon Application Systems' products in Costa Rica, Belize, Guatemala, Honduras, El Salvador, Panama, and the Dominican Republic.

Paragon's tools enable TII Smart Solutions customers to increase the accuracy and speed of their QA process, develop and modify their own ATM configurations and improve their ATM testing efficiency. Paragon's tools are tightly integrated to allow customers to simulate virtually any electronic financial transaction, from ATM to POS, perform comprehensive unit and regression testing, and determine their transaction volume capacity.

"We've had excellent results using Paragon tools to develop our ATM applications" says Victor Barrantes, Project Manager for TII Smart Solutions. "The unparalleled simulation, configuration and testing capabilities of the Paragon tools enable our customers to reduce their testing cycle saving valuable effort and time".

"TII Smart Solutions has an in-depth knowledge of the ATM and EFT market in Central America and is committed to offering their customers complete software and hardware solutions," says Steven Lund, Director of Business Development for Paragon Application Systems. "We are delighted to have TII Smart Solutions offering our products in Central America."

## ***Interested in Testing Paragon's Web Help Desk?***

We're looking for customers to help test Paragon's new web help desk and make sure that it meets your needs. The web help desk will enable you to:

- Search Paragon's Knowledge Base for information on how to get the most out of your Paragon software
- Open a support issue on-line
- View the status of your support issue as it's getting resolved

Contact [support@paragonedge.com](mailto:support@paragonedge.com) for Paragon web help desk log-in information.

# *Message from the President*

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Over the past 15 or 20 years I've been on my share of airplanes. One of the things that I always like to see is the pilot (or co-pilot) walking around the plane before we take off, looking for any irregularities that might cause problems during the flight. It's reassuring to see that someone is making at least a cursory check before every flight. More significant to me, however, is the fact that the person doing the looking – the pilot – is going to be on the plane with the rest of us and therefore has a vested interest in making sure that the plane performs at its optimal level.

This idea of a “vested interest” has a role to play at Paragon with respect to our testing tools. We use our own products every day. For example, in addition to using a real ATM we use our ATMulator product to test our FASTest for ATMs product, and vice versa. In addition to testing with a real processor we also use FASTest as an issuer to test FASTest as an acquirer, and vice versa. We use FASTest to create test data for FASTress. We use FASTest to build and verify test scripts that we deliver with our products. And so on.

Improvements in the usability, efficiency and reliability of our products not only benefit our customers; the fact that we use them internally means we benefit from many of those same improvements as well. It's in our best interest to continually enhance our products beyond simply the “mandated” changes that come from the various hardware and software vendors. We like doing our jobs faster, easier and more efficiently as much as our customers do.

Like the airplane pilot, we'll continue to strive to make our collective “experience” as good as it can be.

Gary Kirk, President, Paragon Application Systems

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*Late Summer/Fall*

■ ..... **2006** *Newsletter*