



Paragon Postilion® System Support

Paragon's broad experience in supporting payments and transaction processing systems enables us to provide great value to Postilion customers. Our deep experience in mission critical ATM and POS systems, back-office and business process improvement, and operation enables Paragon to intelligent solutions that produce remarkable results.

Paragon provides the same exceptional service and support to Postilion customers that we have provided to EFT Networks, Financial Institutions, Processors, and Merchants for over 15 years.

The Paragon Postilion Support Offering

1. Operations Support including OS, SQL, Crystal Reports, and Postilion daily operations monitoring with a goal of reducing system issues, service interruptions, and support calls.
2. Patch installation and system upgrades.
3. PCI compliance
4. Disaster Recovery Planning
5. Test system Implementation
6. Back Office Settlement and Balancing processes
7. Training

Postilion Experience

- Project Manager for onsite implementations and upgrades; prepared system, installed software, performed network/host certification, trained clients, and brought systems live.
- Project Manager for software enhancements; wrote business specifications and solutions, created and tracked opportunities.
- Multi-year assignment at Diebold helping support 40 installed Postilion systems
- Provide Level 2 support for Postilion Real-time and Office components;
- Planning and installation support for upgrades and changes in host or switch interfaces.
- Integration of new systems
- Gathered customer specifications, wrote Business Solutions for net new customers, wrote Addendums for existing customers, participated in gap analysis
- Provided hands-on support, isolating, debugging and resolving software issues which ranged from database administration through network communications, cryptography, product, and accounting imbalances.
- Performed application upgrades, wrote upgrade manual used by staff and reseller field staff
- Provided consulting services to financial institutions in the reconciliation processes for ATMs, switches and host systems –
- Conducted work flow analysis and process improvement
- Validation of reconciliation process from transaction start thru ledger postings; bringing out of balance systems into balance.
- Provide formal training sessions to accounting and reconciliation departments for new users of S1's Postilion transaction processing system
- Worked extensively with processors, networks, hosts, and vendors to align application to match specifications

Postilion is a registered trademark of S1 Corporation