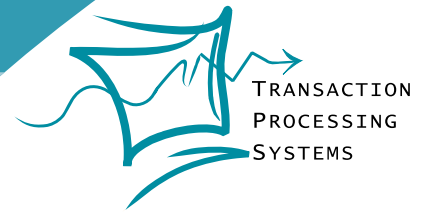


TRANSZINE

A Newsletter by Transaction Processing Systems



Union Bank Limited joins the online inter-bank ATM switch network, powered by TPS

May 2002: Union Bank Limited signed an agreement to join the ABN Amro, Askari Commercial Bank Limited and Habib Bank Limited shared ATM switch. Customers of Union Bank will now be able to use each member bank's ATM network.

The countrywide inter bank ATM switch is powered by Phoenix, the switching middleware from TPS. The switch provide seamless 24/7 and 365 days a year connectivity between several banks' networks allowing customers of each bank to use the other banks' ATM networks.



Take it
to the

NEXT LEVEL

Your **BRIDGE**

between

**Service
Offering**

**&
Service**

Delivery

inside

Phoenix Success Story:
"National Switch of Lebanon"

Year In Focus

July - September 2002 Vol 1, Issue 1

Editor's Note

It gives me immense pleasure in presenting to you the inaugural issue of our newsletter "TransZine". TransZine will be a regular feature by TPS and has been produced with a three-fold agenda:

- 1) to give you up-to-date information about the company and the industry,
- 2) to pique curiosity, and
- 3) to build a relationship with our readers.

In this issue I have discussed the current year, the events and the milestones that were achieved by TPS. Also included is a short story of one of our valued customers based on their experience with TPS. In the issues to come, we will incorporate more articles about our company and about the industry.

Most readers may already be aware of our company and its achievements over the years. Being the first newsletter and in an attempt to create a closer relationship with our readers, I would like to take a few moments to discuss our company, Transaction Processing Systems (TPS).

Transaction Processing Systems (TPS) is a focused technology supplier for the financial industry. Having considerable experience and proven expertise in transaction processing, switching and the middleware industry, we offer a broad range of products for financial transaction processing. As a result, financial institutions get the ability to bridge the gap between service offering and service delivery. All TPS products are geared with the customer in mind and provide the functionality and look and feel that the customer expects to see.

We take pride in the fact that most major banks in Pakistan have come to trust TPS as a reliable and experienced partner for delivering proven products and also to provide thought leadership in the financial transaction processing industry.

We are the only internationally recognized Pakistani company, providing reliable switching and authorization solutions, with installations working successfully in several countries.

Being in the business of adding value to any institution's transaction processing needs, TPS allows the banks to focus on service expansion rather than service delivery. Whether it is addition of services, reduction of costs, increasing efficiency, decreasing disruption levels, integrating different generations of delivery channels, TPS has the products and the industry exposure that will help any institution in choosing the best solutions at the right time.

I look forward to responses from our readers and if any of you has comments or suggestions about the newsletter, please feel free to contact me.

Shehneela
shehneela@tpsonline.com



Phoenix Success Story: "National Switch of Lebanon"

What our customer has to say

"We are a leading national provider of electronic payment systems. Through the years we have worked and acquired the know-how of this business from the World's most important financial institutions like VISA, MasterCard, Diners and American Express.

We handle the full range of card business activities: planning, issuing, authorizations payments, and loyalty programs. These are but a few of the services we render to banks and institutions in the region.

This business is based on a very sophisticated technical platform supported by Phoenix system, which is one of the smartest solutions we have implemented; it is reliable and easy to use. It has been designed to work on 24 hours basis as true fault-tolerant software, leading to a high performance and availability. Currently it handles thousands of requests per day. "

Mr. Antoine Raad
Chairman and General Manager

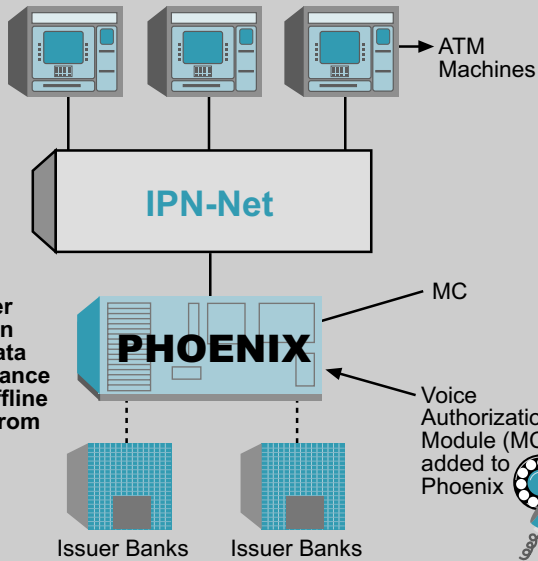
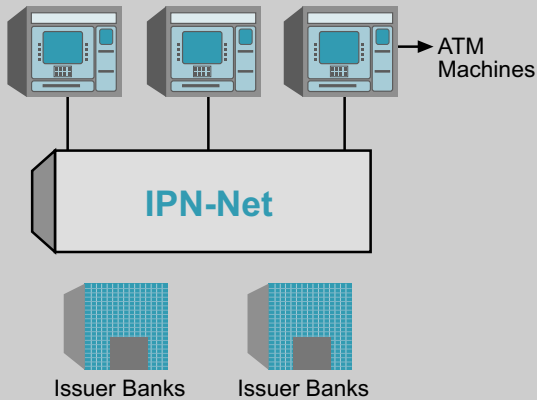
**Mr. Antoine Raad, Chairman and General Manager,
Soft Management S.A.L**

TPS & SOFT MANAGEMENT— The Success Story

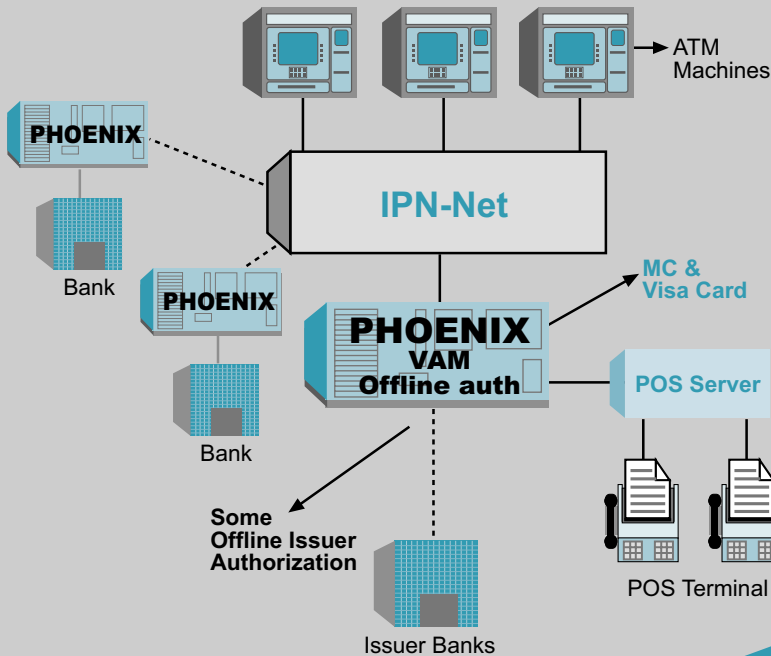
TPS is indeed proud to receive such compliments and testament from a dynamic and forward thinking service organization like Soft Management. The relationship between TPS and Soft Management evolved with simple acquisition of Phoenix as an offline issuer authorization system to Phoenix becoming the core of Soft Management's critical business plans. Our history with Soft Management is a classical case of developing value equation over a period of mutual trust and hard work. The continuous trust placed on TPS by Soft Management allowed us to further enhance our capabilities as well and has resulted in a relationship between TPS and Soft Management.

continued on page 3

Schematic Representation



Offline Issuer Authorization System....Data (positive balance files) sent offline to Phoenix from Banks



continued from page 2

The Value Equation over the years

- ◆ Relationship with Soft Management started in 1997, when Soft Management opted for Phoenix to be deployed as an offline issuer authorization system connected to their payment switch. Phoenix became the authorization point for their ATM & MasterCard based transactions.
- ◆ Taking the next step, Soft Management added online authorization module of Phoenix and connected it to the banking systems. With this enhancement, Phoenix became a hybrid offline/online issuer authorization system serving the card base of Soft Management.
- ◆ Voice Authorization Module (VAM) was added to Phoenix. With VAM, Phoenix was now used to acquire merchant transactions and provide online/offline authorizations.
- ◆ Simplicity and robustness of Phoenix made Soft Management decide to make Phoenix the hub of all their authorizations. With this, Phoenix was connected to the POS server and VISA and became the central issuer authorization switch for transactions acquired from all delivery channels.
- ◆ Phoenix Voice Authorization Module was upgraded and BASE1 acquiring facility was added. Phoenix was now switching transactions to local host as well as VISA for authorizations.
- ◆ The business value provided by Phoenix was appreciated by Soft Management, which decided to promote and market Phoenix at their member banks sites.
- ◆ In line with Soft Management's strategy, TPS trained Soft Management for level-1 support.
- ◆ Soft Management successfully marketed, deployed and is supporting Phoenix at multiple member bank sites of Soft Management.

The momentum of this relationship is bound to continue for we have our customer's word:

"We now have a high trust level for TP business and technology related issues".

"Phoenix has been designed to work on 24 hours basis as true fault-tolerant software, leading to high performance and availability."

TPS participates in the road show organized by NCR

April 2002: NCR organized a road show at Pearl Continental Hotel, Karachi, on the 24th of April. Two of NCR's representatives, Habib Hannah from NCR Kuwait & Anthony Nathanael from NCR Cyprus, presented the latest technology by NCR, available for the Pakistani market. TPS had an active participation on this occasion and had all of its products on display. A large number of people attended the road show and showed great interest in the displayed products.

NEW RELEASES

SMARTdeposit 2.0 ready for release

TPS released version 2.0 of its highly popular smart deposit product in July 2002. Among other enhancements, now online check deposits can also be made in parallel with direct online deposit to account and payments transactions for credit cards and utility bills.

InSight 1.6 Released

Recently TPS has released InSight 1.6 with exciting new features for managing and monitoring latest Windows NT based APTRA NDC ATMs. With *Remote Reboot*, *Remote Installation* and *Automatic Discovery* of Terminals and devices configured on the Terminal, InSight now provides extensive management functionality. In addition, InSight now generates *End-Of-Day Reconciliation Report* related to Terminals for reconciling transactions with host. Also extended error information about devices on Terminals is provided for enhanced monitoring.

InSight connects to Phoenix switch

February 2002: InSight Monitoring Software connects with the Phoenix switch to obtain monitoring information from Phoenix. The latest development has enabled InSight to be deployed at Habib Bank Pakistan without disturbing their ATM network.

WELCOME ABOARD

Citibank Egypt gets InSight

After successful rollout in the Middle East, Citibank Egypt has also acquired InSight for online web based monitoring of their ATM network.

Burgan Bank, Kuwait, deploys SMARTdeposit for payment solution

May 2002: With implementation of SMARTdeposit Burgan Bank's customers will not only be able to deposit money into their accounts but will also be able to pay Wataniya bills. Phoenix acts as the technology enabler in this environment and controls the switching operations between Burgan Bank and Wataniya.

Mobile Telecommunications Company, Kuwait opts for SMARTdeposit & InSight

March 2002 : MTC Kuwait becomes the first telecommunications company in the Middle East region to acquire SMARTdeposit to enable their customers to deposit mobile phone bills online. MTC Kuwait acquired InSight to monitor and manage their cash deposit machines. InSight interfaces with the SMARTdeposit solution to provide both monitoring and management of the Cash Deposit Terminals.

Soneri Bank Limited joins Pakistan's first online inter-bank ATM switch

February 2002: In an attempt to further improve the services being provided to customers, ABN Amro, Askari Commercial Bank Limited and Habib Bank Limited formed the first online inter-bank switch. The latest addition to this growing network in the country is Soneri Bank Limited. The switch is powered by Phoenix, the transaction switching middleware by TPS, and has been successfully providing inter-bank ATM transactions to its member banks since May 2000.

Standard Chartered Bank, Dubai acquires SMARTdeposit & InSight

January 2002: SCB joins EBI in Dubai to present their customers an option to deposit cash online. SCB Dubai also acquired InSight for monitoring and management of Cash Deposit Machines' network.

EVENTS

TiE Bazaar

January 2002: TiE organized an IT bazaar on 10th of January at Beach Luxury Hotel, Karachi, for the financial institutions of the country. Banking Executives from all major banks attended the occasion and showed interest in the products and services that were on display. A large number of software houses, Internet Service Providers etc. participated in the IT Bazaar. TPS displayed all its products and generated a lot of interest amongst the visitors.

For details contact

711, Business Avenue
Sharae Faisal
Karachi 75400, Pakistan

Tel: (92-21) 431-2448 / 9

Fax: (92-21) 4525307

E-Mail: info@tpsonline.com

Website: www.tpsonline.com



E
V
E
N
T
S

INFO FOCUS