UPDATING CUSTOMER-FACING SYSTEMS TO IMPROVE SERVICE

OPTIMIZE & EXECUTE

A New Billing and Account Management Platform Provides Room to Grow

THE BUSINESS CHALLENGE

Our client, a leading credit card transaction processing institution, faced problems retaining customers and acquiring new business. The core customer-facing processing application was based on a fixed technology architecture that *did not allow the company the flexibility it needed to respond to customer demands* in a rapidly changing business environment. Not being able to access customer information through hard coded user screens and the inability to offer transaction-level pricing or multi-currency capability was especially limiting.

After completing a thorough build/buy/enhance analysis, the company decided to make major enhancements to the current system. This effort entailed rewriting major sections of the system as well as introducing new platforms for multiple applications components. Because of its *financial and operational impact*, the strategically critical project needed to be done as quickly as possible, but *coordination was difficult*.

AGSI'S HIGH-LEVERAGE SOLUTION

Working closely with corporation executives, *AGSI led a reassessment of the project and then crafted a coordinated plan to develop and implement the major changes* to the critically important system.

To ensure the widespread project met all of its goals, AGSI devised and implemented a four-phase development approach:

- Phase I – Pre-processing (Fraud, Suspense and Risk Monitoring)
- Phase II – Billing/Fees (Funding and Channel Management)
- Phase III – Reporting and Statements (Profitability and Data Extracts)
- Phase IV – Balancing and Reconciliation (General Ledger Interface and Manual Entry Screens)

VALUE TO THE ENTERPRISE

The AGSI team provided the critical leadership necessary to keep the project on track while the corporation focused on customer service. *Managing the disparate group of corporate and offshore resources, the AGSI team coordinated the entire development from requirement definition through end user testing.* The completion of the new system improved the organization's ability to respond to customer demands and its level of customer service.

IN BRIEF

CLIENT:
Credit Card Transaction Processor

ENGAGEMENT:
Systems Update

CHALLENGE:
Overcome current limitations to service and growth capabilities and enhance customer-facing billing and account management systems

OUTCOME:
Critical requirements were defined and a phased system upgrade was implemented, dramatically enhancing current service levels and providing for greater company growth