

>> TECHSYS helps financial services firm bring outsourced system in-house

This services firm provides credit and debit card, payroll, and related processing services to a wide variety of merchants throughout the United States. The Company used a third party vendor to handle all its data processing needs. In order to cut costs and respond to the users' demand for quick turnaround time when implementing changes, the company decided to bring those services in-house. TECHSYS answered the company's call for assistance in this endeavor and today they handle all their processes internally, realizing extraordinary cost savings and end user satisfaction.

*TECHSYS Business Solutions –
Making Business Systems Work
Together.*

The business issue

This client provides credit and debit card, payroll, and related processing services to restaurant, hotel, and retail merchants throughout the United States. They provide services to over 110,000 merchants with 1010 sales representatives and more than 600 employees in operations, information technology, marketing, administration, and management positions. As one of the nation's leading independently owned payment processors, they handle all elements of both credit and debit card transaction processing offering a host of services that make one-stop payment processing a reality for merchants. Additionally, the company provides the services for fraud monitoring, resolving disputed transactions, monthly statements, applications for restaurants and hotels/resorts and automatic or manual batch closings.

Traditionally, the client used an offsite vendor to handle all of its processing needs. Any change needed to improve or enhance the system had to go through this third party, which resulted in lengthy turn around time for implementing these changes. In addition, significant expenses were being incurred due to an expansion of business in the credit card processing arena and changing functionality of the systems themselves.

What the client needed was assistance in bringing their mission critical systems in-house. They engaged TECHSYS as its partner of choice for guaranteeing a successful implementation of this magnitude.

Services featured:

- Application Architecture
- User Interface Design
- Application Design
- Database Design
- Training and Mentoring

Technology used:

- Visual Studio 2003
- Visual Studio 2005
- C#.Net
- User Interface Design
- Application Development
- SQL Server 2000
- SQL Server 2005
- Visio

Our approach

In an undertaking of this enormity, successful architecting of the system is paramount, due to the high volume of transactions and response time needed by the user community to stay competitive in the marketplace. TECHSYS architected and implemented a multi-tier design methodology with high performance in mind while at the same time allowing for ease of expansion and scalability. This framework was developed to address object oriented methodologies and standards implementation. Using the business rules provided by the company's business analysts, the application was developed using an iterative approach with constant input from the client team. In addition to migrating over existing functionality, new functionality was also furnished to enhance the user experience and satisfy the business requirements, including statistical reports and more detail information available to the customer. Middle tier and data layer objects were developed to provide the basis of functionality, and data transfer objects were developed to reformat the credit card information into structures readable by the major credit card companies. Also, the system interfaced with many other internal systems, as well as Microsoft Great Plains accounting software.

Since the client has over 120,000 customers that would be impacted by the implementation of this system, a staged approach was taken. Each month, a new set of customers would be brought on line after thorough evaluation of the results of the migration. Care was taken to include all levels of IT involvement as well as the user community to guarantee a successful implementation. During the implementation, the application was converted from ASP.Net 1.1 to ASP.Net 2.0, Visual Studio 2003 to Visual Studio 2005, and SQL Server 2000 to SQL Server 2005.

The results

As a result of TECHSYS' involvement in the project, tremendous cost savings were realized by the client and the implementation was achieved in an expeditious manner due to the successful staged approach, without burdening the customer base with downtime. With the changes implemented by TECHSYS, the client realized a tremendous gain in execution time and operational efficiency. Now in control of their own internal system, the IT department is able to deliver changes requested by the user community in a short time span. And system expansion can take place with a reduced amount of effort now and in the future.

Contact

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