

Case Study

TECHSYS dramatically reduces run time of load process.

Process Optimization

Services featured

- Database Analysis
- Performance Recommendations
- Stored Procedure Tuning
- Testing

Technology

- SQL Server
- Stored Procedures

This services firm provides credit and debit card, payroll, and related processing services to a wide variety of merchants throughout the United States. As a result of phenomenal growth, existing processes developed long ago could not handle the throughput needed for the existing customer base. In stepped TECHSYS, to identify bottlenecks and correct problem functionality. Today, the company's processes can easily handle the existing workload with plenty of room for expansion.

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.

These services also include fraud reporting against a multitude of credit card transactions based on various user criteria. With the criteria including such data as unusual activity, checking for multiple run time errors, spotting higher than average ticket sales and inflated tips information, obviously the accumulated records grew quickly. Over time, the company's data management processes had become inefficient, costly, and cumbersome to maintain, requiring investigation into ways of making these processes more efficient and performing optimally.

What the company needed was assistance in analyzing and implementing changes to existing systems to realize any gains that could be achieved. Due to a history of successful performance enhancing and cost reducing

Process Optimization

TECHSYS offered a series of solution steps for addressing critical data issues while remaining focused on the critical business objective.

- *Optimizing application performance*
- *Creating open access to more users*
- *Designed to support increase in capacity*
- *Preparing for rapid escalation in business volume*

“For the first time in the company’s history, our company has reached significant milestones, thus breaking a new record by reaching \$3.4 billion in processing volume in one month.”

News Release

implementations of previous systems, the company looked no further than TECHSYS.

Our approach

The first step in assisting the client in this endeavor was to perform analysis to determine where the slow running processes were and what could be done to improve them. This involved analyzing the current business processes, database objects, and stored procedures associated with existing operations. Documentation was provided to the client identifying the problem areas as well as recommendations to correct or enhance those areas. A clear roadmap was provided to implement the changes along with specific modifications that would greatly improve operational efficiency. TECHSYS implemented the approved changes in accordance with company IT standards, and participated side-by-side with the DBA staff in testing and reviewing the results of the changes.

The results

With the changes implemented by TECHSYS, the client realized a tremendous gain in execution time and operational efficiency. Processes that took over 10 hours to run are now completing in less than an hour. This allowed many more transactions to be processed, created opportunity for more customers and merchants to be added and prepared the company for greater expansion now and in the future.

