



INDUSTRY

Banking & Financial Services

An ODC cuts costs and increases efficiency

BUSINESS BENEFITS

- Payroll system performance improved by 50 % leading to decrease in mainframe utilization costs.
- Provided greater transparency for business through standardized global processing.

TECHNOLOGY

AIX, S/390, Z-OS, Java, Struts, JSP, Servlet, SQL/PL, COBOL, Progress 4GL, Win Runner, MS Project Central, Rendezvous, Web Sphere, DB2 UDB on S/390, Stored Procedure Builder, J-Builder

An ODC for a European payment service provider has delivered multiple benefits, including an improvement in payroll system performance by 50%.

THE CLIENT

Based in Denmark, our client is a leading supplier of payment solutions and related services to banks, private associations and public institutions.

THE CHALLENGE

The client had multiple requirements that include application development, maintenance, migration, automated/regression testing services and payment servicing. They needed a long-term relationship that would give them access to a deep resource pool as well help contain costs.

THE SOLUTION

We started our relationship with the client in 2002. Beginning with a pilot project, we grew the relationship to establish a dedicated ODC for them in 2005. We currently have a multi-year engagement that spans the following areas and services:

Card Acquiring System

- Analysis and design as per business requirements
- Development and maintenance
- System testing and maintaining Test Logs, using Test Director
- Automated testing of reports using ART, our solution accelerator

Testing

- Test automation cards acquiring front end
- EMVCo testing
- Performance of payroll system

Card Issuing System

- Knowledge build-up
- Certification process.
- Maintenance and enhancement.
- Automated testing of reports using ART, our solution accelerator



Payments System

We are currently working on an initiative to re-engineer the payment processing system. The existing system currently allows only processing of Euro payments within Denmark. The new system developed with the J2EE framework will be SEPA compliant and will allow the client's end- customers to carry out monetary transactions in multiple currencies across Europe.

THE BENEFITS

The ODC has delivered multiple benefits to the client. Client teams are now able to focus on strategic initiatives and new product development.

Other highlights include:

- Offshore advantage leveraged for productivity improvements and cost benefits. For instance, payroll system performance improved by 50 % leading to decrease in mainframe utilization costs
- Quick ramp up of project teams with consultants trained and experienced on Progress 4GL has ensured quick turn-arounds and deliveries
- Strict quality control (SEI CMMI Level 5 standards) to ensure a stable and robust system.
- Phased delivery to de-risk the client. In order to de-risk the client from end user acceptance at a very late stage, deliveries are spread over the entire span of the project in the form of work packets.
- Stringent Non Disclosure Agreements (NDAs) signed to safeguard the application code since this is a proprietary application originally developed by our client
- Reduced induction time for client teams because of the knowledge repository we have created for key systems. Cost efficiencies due to improved and centralized control.
- Provides greater transparency for business through standardized global processing.
- Customizable features for regional processing
- Service oriented architecture that supports business growth

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