Implemented a common Integration Platform and Integrated Various Backend Applications for a Card and Payment Major
Abstract

The client is a key partner for banks and businesses, as well as for retailers and consumers who expect user-friendly, stable and secure payment and information systems.

The client was looking for Automation of its existing business processes to save on time and cost. All these processes were being executed manually until then. The client was also looking for an IT service provider with good integration experience to support its existing integration platform in Finland. They also wanted to set up a common integration platform by integrating various backend applications which were being used.

Background

Client Profile

The client is a Nordic provider of payments, cards and information services. They have more than 2000 employees working in five countries. Headquartered in Copenhagen, the client has local commercial centers in Oslo, Stockholm, Helsinki and Tallinn. Their customers are banks, businesses, merchants and the public sector.

Business Requirements

- Develop a Business Process Automation and Integration Platform Architecture to handle information as efficiently as possible
- The new common onboarding and maintenance process must replace the current Danish, Norwegian and Swedish onboarding and maintenance process, and it must be possible to extend the process to other countries as needed
- System should reduce the current manual time used for merchant onboarding by at least 20%
- System should reduce training time for new employees related to Teller Onboarding to maximum 6 weeks
- Statistics should be collected for each step of the onboarding process and, the data hence collected be used for improvement of processes in the future
- Implement a common platform to integrate various backend applications
- Standardize integration technology that makes it easier to:
  - Integrate or replace applications
  - Exchange common data (e.g. customer data, transaction data) across multiple applications (e.g. extract and consolidate data into real time business performance dashboards)
  - Integrate and combine services between the cards area and other areas (Payments, e-Security)

Approach To Resolution

Solution

- Business Process Automation solution based on Oracle BPM and web center solution
- Setup a centralized competency center to take all demographic regions and customer business process workflow & integration requirements
- Developed reusable workflow and integration components to cater to different geographies
- Build a PCI integration platform on Oracle 12C to integrate with backend applications

Products and services used

- Oracle BPM Suite 11g, BAM, web center Suite and Oracle Enterprise Manager Grid Control, Oracle weblogic server
- Oracle OSB 12c, Oracle weblogic Server
Benefits and Results

- BPM solutions helped reduce the need for paperwork and helped customers save time and money considerably
- Automation of business processes helped staff to interact with customers well, leading to improved and unified customer experience
- Reduction in onboarding time
- Training new employees became a lot easier as system guided the customer service

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