



Complying with Perfection.

Attra receives a customer satisfaction score of a perfect 10 for compliance services from its global client.

Client

A Fortune 10 company with strong presence in the financial services space through their Consumer Lending business.

Region

Australia

Service

Application Management Services - Scheme Compliances

Business Scenario

In the world of cards and payments, the schemes (Visa / MasterCard / Amex) release modifications or new operating regulations twice a year and its respective members (Issuers or Acquirers or Card Processors or Product Vendors) are expected to comply with mandatory changes. The high level impact of the scheme compliances is on authorization, clearing and settlement process.

Visa association had introduced new guidelines and modifications (release 9.01) to operating regulations. As one of the members of this association, it was mandatory for client to implement these changes within the strict deadlines. The changes involved analyzing the regulations, conducting preliminary impact analysis, identify sub-system wise impact on VisionPLUS®, develop new custom code and modify impacted base and in-house code, test conversion procedures, perform mock rehearsal's, support implementation and provide post-implementation support.

Apart from the compliance related modifications, the client also wanted to develop a new functionality to split the ATM withdrawal transaction done on credit cards into two separate transactions – original withdrawal and service charges. The original withdrawal transaction should post against cash plan and applicable service charge to post against retail plan. This split improves the transaction transparency for the end customer (cardholder).

Complying with our client's requirements

Involving in the CHALLENGE

The main challenge for Attra during the duration of the project was strict timelines i.e. 7 weeks. Also it was for the first time that Attra was exposed to this particular environment and VisionPLUS® instance of client and hence there were add on challenges like understanding current architecture, batch flows, complex interfaces and their interdependencies.

The scheme compliance changes involved some complex logic edit changes, file expansions, report and screen changes. Very little documentation of the existing system made the process of knowledge acquisition a tad more difficult and challenging.

In addition to making the system compliant with new regulatory directives released by Visa association the project involved designing, developing and testing a transaction transparency related enhancement within the same aggressive timelines.

Integrating with Innovative SOLUTIONS

Attra allotted a team comprising of Business Analysts, Subject Matter Experts and technical analysts in VisionPLUS® and scheme compliances area to analyze the Visa provided compliance bulletins, First Data compliance functional specifications and understand the functionality requirement for transaction transparency. A detailed impact analysis report was created to clearly detail business and technical changes, impacted VisionPLUS® modules, complexity and type of changes.

After a walk through with business on impact analysis report, a concrete plan with traceability matrix was finalized for implementation of mandatory and optional changes.

Once the impact was measured, a detailed test strategy and implementation plan was charted out. Parallel activity was kicked off to retrofit the compliance code changes for base, in-house components and developing new custom code for enhancement.

During system integration testing, file conversion procedures were tested multiple times and mock rehearsal batches were run under stringent quality control environments to reinforce the capabilities. Team Attra supported the user acceptance testing being conducted by business user's and certification testing with Visa. Attra's delivery and quality team implemented working shifts as per client time zones to guarantee adequate support during testing and implementation phase.

Inspiring with BENEFITS

While working with Attra, the benefits are part of the package. Besides aligning its existing system to upgraded operating rules and regulations, the client was able to achieve tangible value-adds from the engagement.

Documentation of the key facets like batch flow, critical interfaces and interdependencies related to system. A repository structure was established to facilitate accumulation of project level documents for future reference with appropriate access controls.

The enhancement to display the withdrawn amount and service tax as separate entities for each ATM transaction helped in improving customer service and making whole process lucid for end customer (cardholder) of the client. The post production validations helped in proactive review of successful execution of processes and avoid any post implementation issues or bugs.

With top notch quality of work and efficient support systems, Attra exceeded its client expectations. The result, a 'Perfect Ten' customer satisfaction score from the client and compliance contract for next year. Another page added to Attra's success story.

Technology Used

Following technologies were used for the project:

» Mainframe

Mainframe OS390, VSAM, JCL, COBOL, CICS

» VisionPLUS® Application

CMS, FAS, ITS, TRAMS Sub-systems

» Interfaces

Statements, ReconNET®

» Tools

ChangeMan, Control-M, OMCS

» In-House Tools

Mass recompilation tool, Program listing/browse tool

Knowing Attra

Established in 1995, Attra is an IT solutions and services company focusing on banking, finance and payments industry worldwide. With its roots in Melbourne, Australia, Attra's success story has made it into a fast emerging mid-sized IT Solutions and Service Delivery Company. Its clientele includes Banks, Financial Institutions, Card Processors, ISV's and currently operates in Canada, China, India, Singapore, UK and USA.

The "Attra Advantage "aims at bringing greater value to its customers' business with complete, reliable and quality IT solutions at an affordable price.