

New strategic online customer service successfully launched on time and on budget



TSYS provides electronic payment services to leading financial institutions and retailers and is a leading player in the international payment processing market. Through a state-of-the-art data centre in Knaresborough, TSYS processes 40 million accounts for the international market. The company offers a range of issuing and payment technologies for consumer finance, credit, debit and store cards as well as gift and merchant programmes.

In 2010, TSYS gained the "Card Processor of the Year" award from Cards International for its commitment to innovation and overseas expansion and the company was No. 4 in FORTUNE magazine's World's Most Admired Companies in the "Consumer Credit Card and Related Industries" category – for the second consecutive year.

Customer Comment

"Thanks to Kelway's expertise, we were able to design and set up a powerful new HP platform to run a real-time solution for commercial card client.. Kelway not only gives you the confidence to tackle such important projects quickly but also a feeling of security because you can always rely on them to go the extra mile."

Gareth Liptrott
Senior Project Manager
TSYS

Issues & Challenges

- Increase online customer service offerings to maintain market leading position
- Development of a modular, dynamic, flexible, real-time Web-based solution for commercial credit / debit card clients
- Online set of tools that integrate with the transaction processor to make the process easier and simpler for clients

Kelway Solution

- Adapt a solution used by TSYS USA for the UK and European market
- Strategic review of specification (processors, memory and disc storage) and benefits of alternative options from IBM and HP
- Proposed implementation with HP hardware, key benefit being easy integration with existing HP systems used by TSYS
- Receive, assemble, test all equipment – HP pluggable hard drivers, HP ProLiant blades, HP servers for Microsoft SQL Server and Web services – and deliver to TSYS for install

Results & Benefits

- Hardware delivered on time and budget via Kelway's strong relationship with HP
- HP solution delivered the functionality to take the TSYS customer offering forward
- New real-time solution successfully launched