



CASE STUDY

EVERTEC

Delivers Increased Customer Productivity and Satisfaction with Streamlined Financial Services

Industry

Financial Services

Challenge

Connect core financial management systems to enhanced mobile, online, and phone banking services, improving customer service and overall satisfaction.

Results

- Streamlined integration between multiple sources of data to provide a faster time to resolution for customer service and other financial management issues.
- Enhanced mobile online banking self-service solution for all clients and their partners across all business lines.
- Faster time to market for offering digital customer service solutions.
- Lower total cost of ownership (TCO) by offloading services processing to a more affordable Integrated Facility for Linux (IFL) processor.

Products

- Rocket® API

Application

- Application Integration

Company

EVERTEC is a leading provider of transaction and financial application processing, business process outsourcing, and information technology consulting services. The company's more than 1,750 professionals operate in nine countries within the Caribbean Basin, United States, and Latin America. Clients in 16 countries include financial, government, manufacturing, telecommunications, and health services institutions. EVERTEC operates a network of more than 5,000 automated teller machines and more than 133,000 point-of-sale payment terminals. Its data center executes more than 1.1 billion transactions annually.

Challenge

One of EVERTEC's primary functions is to provide IT infrastructure support for large banks on a worldwide basis for its core banking applications. Delivering top notch support, however, required a more streamlined setup between EVERTEC's multiple core financial systems (such as banking, loans, mortgages) and the channels they are accessible from (mobile and online banking, phone banking, and traditional tellers).

Two of EVERTEC's partners served as a blueprint for the necessary integration changes going forward. The first customer was a publicly-traded residential and commercial bank that wanted to improve how its employees managed ATM card processing and management. Their current system was not easy to use and it would not provide all necessary information in one view. Additionally, their systems required installation of the software on each desktop, dramatically increasing the workload for its IT department.

The second was a financial services conglomerate that needed to improve its customer service. Its channel applications, such as online banking and IVR, were not in sync with EVERTEC's core financial applications. Each one had its own way to connect, causing a "spaghetti-like" architecture. Customers were frustrated by their inability to receive complete and accurate information across all accounts.



Solution

For the publicly-traded residential and commercial bank, EVERTEC selected Rocket® API to integrate key parts of their CICS-based ATM management application into a new portal. It took only 45 days to deploy a collection of mainframe Web services to a new portal that supports over 200 back-office users. The new application is more intuitive to use, giving employees access to key information without having to navigate complex screens.

For the financial services conglomerate, EVERTEC is creating a new SOA-based infrastructure that service-enables their entire core to variety of channel banking applications. Rocket API creates Web services from the mainframe applications, allowing critical mainframe information to be reused in Internet banking, telephone banking (VRU), and branch applications. This model led to customer services improvements such as enabling customers to open new bank accounts online in real-time and make payments instantly.

Rocket API empowered EVERTEC to create a common services architecture layer, eliminating point connections of the previous architecture. EVERTEC embraced Rocket API on two platforms: CICS-resident for the highest performance and throughput, and Linux on System z to lower total cost of ownership by offloading services processing to a more affordable Integrated Facility for Linux (IFL) processor.

Results


EVERTEC relied on Rocket API to create a common set of shared Web services from core banking applications so they can be used across all parts of the bank's business while still leveraging trusted mainframe applications. The ease of implementation and time to market were key advantages of Rocket API, driving EVERTEC's continuous upgrades across all of its partners.

“ We use Rocket API to integrate and modernize mainframe applications because it lets us deliver mission-critical solutions in a fraction of the time. It's easy to implement and cost effective, and it really lets us deliver more value for our customers' application infrastructure. ”

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