



# IT Partner to a US based Acquiring Processor

## Industry Landscape

The rapid introduction of new payment initiatives and the growing demand by consumers for new ways to pay make keeping payment systems available and compliant with regulations difficult, if not impossible. The increased investment required to keep pace with the challenges faced by payment providers across geographies and verticals requires that organizations seek new technologies to improve cost optimization and return value to the business as soon as possible.

At RS Software, we offer companies a model for partnership that is particularly relevant to payment organizations facing the rate of change and innovation coming over the next decade. We call this approach knowledge sourcing. With more than two decades of experience in the payments industry, we have built a client list that includes many of the world's leading brands. We have unmatched expertise in the space that includes a 360 degree understanding of payment ecosystems around the globe.

## Business Objective

A high growth payment service provider based in the United States wanted to further strengthen its ability to respond to the multi-trillion dollar growth in digital commerce. The company utilized an API-driven payments platform that enabled any business to accept payments easily and provided clients with features that kept fraud minimal and margins high. The organization partnered with RS Software signing a multi-year contract covering a multi-stage project focusing on enhancing and evolving the company's payments platform to ensure it provided the scalability, availability and reliability that would be required as payment volumes and types continue to grow.

## Solution Overview

To identify different acquiring channels, messaging formats across different systems and current backend processor connections, RS Software's team of domain experts conducted an audit of the payment provider's current systems and acquiring platform. Once the audit was completed, RS utilized its proprietary frameworks to create a project roadmap that supported the client's strategy and optimized implementation of several functional areas that improved the client's competitiveness including:

- **Account Updater Service** – Enables subscribing recurring billing merchants to have their cardholder data updated to insure uninterrupted payments service.
- **Chargeback Importing and Reporting** – Enables efficient tracking of incoming chargebacks for specific processors such as TSYS.
- **Credit Reserve Funding** – Enables effective maintenance of reserve funds related to credit transactions.
- **Hosted Payments Page** – Enables customers to seamlessly and securely implement a payments engine into their commerce site.
- **Enhanced Data Handling** – Enables improved efficiency of data handling related to ACH and Credit transactions.
- **Merchant Specific Customization** – Enables data field flexibility for subscribing merchants.

## Business Value as an IT Partner

By leveraging modern technology stacks to enhance core systems and creating new products and services using open API architectures and software development kits (SDKs), RS Software continues to provide additional functionality to maintain this client's competitive edge in the marketplace. The RS Agile development methodology and payments specific accelerators and frameworks combine with its helped decrease time to market for these deliverables.

RS Software distinguished itself as a Partner of Choice and active contributor to this client's development of a strategy of continuing enhancement of its IT platform's effectiveness through automation, planning and process development.

RS Software Value-Add	Business Value to Customer
Domain focused expertise	<ul style="list-style-type: none"> <li>▪ Quicker time to market</li> <li>▪ Contribution to strategy development</li> <li>▪ Availability of effective technical and domain trained resources day one</li> </ul>
Institutionalized knowledge	<ul style="list-style-type: none"> <li>▪ Increased focus of effective knowledge management to reduce dependencies on SMEs</li> <li>▪ Customer training through digital-ready documentation</li> <li>▪ Quick ramp-up of resources</li> </ul>
Culture of innovation	<ul style="list-style-type: none"> <li>▪ Utilization of the RS Payments Innovation Lab for R&amp;D</li> <li>▪ Development of frameworks/accelerators for future use</li> <li>▪ Centers of Excellence for customer POCs around emerging payments</li> </ul>

*RS Software is a partner we depend on to help us stay competitive with new technologies. - Chief Technology Officer*

## About RS Software

RS Software is a leading vertically integrated, custom software development, testing and implementation company for the payments industry. With more than 25 years of experience in this industry, we have helped create, test and implement products and services that have transformed the marketplace.