

HOW LEADING ORGANIZATIONS IMPROVE THEIR DISPUTE MANAGEMENT

Sponsored By: RS Software, Inc.



THE CHALLENGES FACED BY ORGANIZATIONS WITH DISPUTE MANAGEMENT SYSTEMS

Managing disputes is a challenge whether you are a large organization that enjoys special status with the payment networks or a smaller firm in a specialized niche, segment or region.

Here is a sample of types of challenges faced as described by those responsible for disputes management within these organizations:

- » Dispute management in our company requires the use of **multiple applications**, dual monitors and double entries for a single case. This process is far from optimal and needs to be faster.
- » My dispute management process is still **largely manual**. My chargeback process still starts with a printed worksheet and the e-mail still needs to be printed so it can be scanned and indexed. I need to reduce the burden created for my CSRs.
- » My process is slow primarily because my systems **do not support an integrated view** of a transaction from RFI to chargeback to pre-arbitration for quick context setting, reference and processing.
- » I have to implement changes related to **Regulations E and Z**. Soon tokenization will need to be incorporated into our processes. Then there are the changes related to fraud monitoring. How do I get these prioritized by my IT department?
- » To improve productivity, I need a more comprehensive quality control process focused on **target-setting and measuring key metrics** like turn-around time, accuracy, rework etc. My current system does not offer usable metrics.
- » I would like my system to be more intuitive. For example, if I could **bundle transactions** within a case, it would save a lot of time for my analysts.
- » I need **actionable analytics**. For example, I would like to know immediately if there is anybody taking advantage of my write-off policies.

AREAS OF FOCUS FOR IMPROVEMENTS IN DISPUTE MANAGEMENT

Regardless of the size of the organization, challenges as these represent lost efficiencies and increased costs. With increasing transaction volumes and ever-changing regulatory environments, more companies are re-evaluating their existing dispute management systems to determine how to make their processes more flexible and effective.

Areas which have received less attention in the past are now being looked at with increased focus; e.g., identification of fraud, reduction of delays and error, a continuous improvement of quality using tracking and measurement and the use of multiple dispute systems in a complimentary fashion.

To upgrade dispute management systems and processes, companies need a provider that has a comprehensive understanding of the dispute management lifecycle and a vertically integrated approach to providing solutions. With over two decades of experience working with networks, issuers and acquirers, RS Software has developed a proven methodology that improves the efficiency and effectiveness for companies involved in dispute management.

These two case studies provide details regarding how two leading payment players implemented such improvements into their dispute systems to improve their operations and the level of customer satisfaction for their clients.



LARGE NETWORK DEPLOYS ADAPTIVE DISPUTE MANAGEMENT SOLUTION

To adapt more easily to business and regulatory changes related to dispute management, a global payments network turned to RS Software to develop an improved dispute management solution.

The payments network needed an agile, adaptive dispute management system to meet compliance requirements, manage evolving member specifications, and efficiently generate half-yearly updates to the business functionality in the code. The system also had to integrate and synchronize with changes made in other applications with which it interacted.

The payments network had relied on RS Software's unique understanding of dispute lifecycles from an issuer, acquirer and network perspective for more than ten years. The company's exclusive focus on the payments industry, combined with the specific architectures, expertise and methodologies it uses to develop vertically integrated solutions, offered the network a quicker time to market. In addition, RS Software's extensive experience with business rules management systems helped the network comply more easily with changing regulations around the world.

Leveraging teams dispersed across the United States, Singapore and India, RS Software provided application development, quality assurance and deployment services to the network. It also developed a QTP based test automation framework to improve QA performance and coverage throughout the organization.

Automated smoke testing was created to validate multiple iterations of code before it was delivered into the system. These strategies reduced client SME analysis and review efforts, provided high volume business releases, and ensured zero downtime.

In addition, features were created to address emerging industry trends. These include increased debit with PIN usage, dispute settlements in countries with domestic payment networks, and merchants switching to processors that provide competitive transaction fees. RS Software also developed a budget estimation framework for release activities, which is now being used extensively across the client landscape.

Specific improvements realized by the network included the introduction of a modular architecture to improve system capacity and flexibility, automation for faster regression testing of scheduled releases, implementation of emerging technologies and reduction of client business user inputs and review efforts.



GREENFIELD DEVELOPMENT OF DISPUTE MANAGEMENT SOLUTION FOR LEADING ACQUIRER

When a large acquirer organization divested from its parent company, it needed an internal dispute management solution that would leverage its existing technology investments while providing the flexibility required to remain relevant in an industry going through dramatic change.

The solution would need to be built on an Oracle platform including testing and support services. The system would be required to process disputes and chargebacks, manage fraud, and comply with stringent regulations while ensuring zero downtime throughout the implementation process.

Finding a company with the breadth of payments industry experience necessary to deliver these requirements is difficult. Fortunately, the firm already had a long-term relationship with a partner that had the necessary expertise to successfully implement the solution. Focused exclusively on the payments industry, RS Software serves leading merchant acquirers and networks worldwide. Its core competencies and proven track record exclusively in the payments industry help clients speed time to market and mitigate implementation risks.

RS Software delivered an end-to-end solution with an expansive technology portfolio that spanned across all business process management systems. It also leveraged the Oracle Fusion 11g Middleware Stack and deployed a BPM application that eliminated the need for developing any new code.

The project team provided process analysis to create a solution blueprint and predictive modeling, developed a business catalog design, and restructured the BRMS to meet industry regulations. These capabilities enable the payment provider to resolve disputes quicker, reduce transaction expenses, and increase customer satisfaction with improved resolution processes.

ABOUT RS SOFTWARE

To upgrade dispute management systems and processes, companies need a provider that has a comprehensive understanding of the dispute management lifecycle and a vertically integrated approach to providing solutions. RS Software has worked for over two decades with networks, acquirers and issuers developing this type of expertise for leading payment brands around the world.

The cumulative knowledge from our past experience in dispute management has now been translated into a comprehensive package of reusable assets called RS-DMKF (RS-Dispute Management Knowledge Framework). Completely developed in-house, this framework offers the following components:

- A comprehensive course curriculum in advanced disputes management that accelerates deployment of improvements and upgrades
- A reference architecture for modular build and system integration
- A requirements and feature checklist, including use cases, case types and artifacts for easy reference, better coverage and faster time to market
- A master database of most common process fails in dispute management for reference in process optimization
- A knowledge repository of business rules and best practices to ensure an optimized environment
- Comprehensive test coverage with reusable scenarios that deliver higher quality assurance

For more information, please visit www.rssoftware.com

RS Software wrote “How Leading Organizations Improve Their Dispute Management”. Our company has successfully provided solutions to customers throughout the world proving our payments-focused project methodology in a variety of regulatory environments. Our global delivery model and knowledge transfer disciplines ensure that the cross-culture experience of RS brings maximum value to the customer from start to finish. Today, many of the world’s best-known brands in the payment space utilize RS Software’s vertically integrated approach to providing solutions to gain a competitive advantage.