RS Software

Billing Systems

Global Payments Processor Drives Regulatory Compliance and Customer Satisfaction Improvements

Regional market dynamics drive persistent changes in transaction pricing around the world. For one global payment-gateway company, its legacy billing systems, applications and process designs proved inefficient at meeting growing regulatory compliance challenges and customer demands.

Faced with developing a comprehensive billing solution, which was outside the scope of current projects and in-house capabilities, the payment organization turned to RS Software to help build an application that would manage the entire billing and payment life cycle — from invoice creation and delivery to collections and customer service support. Beginning with project requirement definition, RS Software worked with the client to create a comprehensive project requirement definition that addresses present and future needs within the payment providers operation.

The solution would have to translate raw data into the billing and pricing rules engine, which would generate and deliver accurate, timely account statements. It would need to be available 24x7 with access to internal and external inquiries allowing faster customer case resolution and improved service levels at lower cost. Reducing costly manual overrides by automating the tracking, auditing and reporting functions to improve operational and regulatory requirements also was a key requirement. Lastly, the company required a high level of integration and synchronization between global systems and regional point solutions.

With the business objectives and scope defined, the RS Software team used a comprehensive set of custom application development tools and methodologies to complete the project on time and on budget. The team delivered an improved user interface that made navigation more intuitive by presenting relevant information and tools on a single screen and masking underlying system complexity.

They also provided regional point solutions to address specific, business challenges and requirements locally while supporting full integration with global systems and process workflows. This integration allowed the client's distributed teams to manage the applications under common governance and operating models – providing greater enterprise visibility and control.

The new solution met highly demanding service level agreements and supported the complex queries from customers and departments inside the company. Also of critical importance, the system upgrade enabled compliance with to the Durbin Amendment of the Dodd-Frank Act. RS Software's exclusive focus on the payment industry for over 20 years along with its proprietary processes and methodologies was key to delivering the solution required. The company's global delivery model and knowledge transfer disciplines ensured that its cross-culture experience enabled maximum value to the customer from start to finish. For more information, please visit www.rssoftware.com.