

Business Process Management

“Big Data” is top of mind in boardrooms around the world. Organizations and individuals collectively have generated 90 percent of the world’s data in just the past two years, and companies are racing to mine it for actionable information and competitive advantage.

With increasing transaction volumes and the exponential growth of associated data in financial services, yesterday’s solutions and data management philosophies can become outdated seemingly overnight. Companies in the payment industry are combining continuous improvement in these areas with new business process management (BPM) initiatives to increase efficiency, accuracy and accountability around big data projects.

With these BPM initiatives, transaction-based companies want to improve visibility into enterprise wide processes. However, world-class transaction businesses are going a step further. They are seeking the ability to react and, in some cases, anticipate changes due to regulatory scrutiny, contractual obligations, margin pressures and growing customer demand for new services.

RS Software is positioned to help financial services firms address big data, BPM and process-led transformation challenges. For over two decades, RS Software has been the development partner of choice for vertically integrated customized software solutions running in highly complex, mission-critical environments. The company combines its deep domain knowledge with process consulting and technical expertise in leading BPM suites and SOA platforms to deliver its BPM solutions to leading organizations.

The foundation for any BPM engagement with RS Software is built on identifying the client’s business requirements and then mapping the supporting infrastructure, data sources and analytics that are needed. RS Software creates a roadmap that gives its clients a long-term, pragmatic approach to both big data and BPM.

The RS Software roadmap includes a process blueprint, process models, an analysis, which describes how to identify and manage relevant business rules, a catalogue of these processes and an architecture and infrastructure gap analysis. This roadmap is used to provide the client with a project plan that assesses which of RS Software's available assets and services can be utilized to deliver the best solution.

RS Software's custom software development, implementation, testing and management services speed the client's time to market for the strategic improvements required in the BPM and big data strategies.

A Case Study: Sixty Five Percent Efficiency Improvement With RS Software BPM Services

When a leading global payment company that manages nearly a quarter of a billion transactions every day and is capable of processing 30,000 transaction messages a second needed to improve its business process management to support big data initiatives, they chose RS Software.

By bringing new efficiency to the world of ever-increasing transactions, the payment processor would be able to consistently meet strict deadlines and reduce penalties and financial write-offs.

RS Software successfully delivered the BPM project on time and on budget providing the following benefits to the payments processor:

- Sixty five percent improvement in processing speed
- Faster item processing, identification and resolution
- Improved accuracy
- Enhanced workflow
- Integrated fraud reporting
- Prevention of unauthorized access to cardholder and other sensitive data in line with the Payment Card Industry (PCI) regulations
- Faster resolution of the dispute cycle

Using its exclusive focus on the payment industry for over 20 years, RS Software applied its proprietary processes and methodologies to improve time to market for these enhancements to the payment company's operations. In addition, RS Software'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 on RS Software and its comprehensive set of services, please visit www.rssoftware.com.