



## Case Study

# Achievo delivers complex credit card services for Tier 1 bank

### Customer

A highly diversified international financial services provider with nearly \$300 billion in total assets and more than 34,000 employees.

### New credit card services drive platform development

This tier 1 bank turned to Achievo to cost-effectively develop and maintain the customer's proprietary, leading-edge credit card services platform, and develop and support new and enhanced business-to-business card services.

The customer partnered with Achievo for ongoing, comprehensive software development and IT services.

### Collaborative approach yields long-term partnership

In making the transition more than seven years ago from the financial services industry's traditional mainframe to a distributed computing environment, the customer recognized the need for a development partner to help deploy, enhance and maintain the system. As a result, the customer established a synergistic relationship with Achievo that continues to today.

"We have worked with Achievo for many years. Because of their combined efforts with our internal team, our platform and applications meet the highest quality standards," said the customer's senior manager of platform development. "They have an in-depth understanding of our systems, and are a vital partner. We work very closely and collaboratively together."

This collaborative effort includes placement of selected Achievo team members onsite at the customer premises, ensuring clear communication, increased efficiency, and an expedited process.



*Achievo is one of our most valued technology partners. They understand our challenges, and deliver effective solutions. They've consistently produced high quality work, on time, at a reasonable price. We continue to achieve excellent results with the work performed by Achievo.*

*Senior Manager, B2B Cardholder Services*



For this customer, Achievo typically builds modular system components, such as new or upgraded applications, based on general requirements provided by the customer team. The Achievo team refines the requirements collaboratively with the customer and prepares a detailed scope of work, with time frames and costs delineated. The customer supervises quality assurance, working closely with the Achievo quality assurance team throughout the process.

### **Achievo delivers broad financial services expertise**

Achievo has worked in close partnership with the customer to develop highly complex applications, including tools that enable their end-user customers to manage their corporate credit card references, hierarchy, and access critical information.

To bring buyers and sellers together online, Achievo worked with the customer's technology and operations group to build an online purchasing system. This powerful engine lets corporate customers easily access suppliers directly via dynamically updated catalogs, then efficiently complete and track their purchases.

This customer also turned to Achievo to link its systems to the unique and complex MasterCard data infrastructure. The customer directed Achievo to build an application that leverages the MasterCard system's functionality, linking financial records to non-financial addendum data not typically delivered with the financial record. For example, when purchasing a plane ticket the airline's system tracks costs, date of purchase, stopover information and other non-financial data. This addendum data is then linked to the purchase data so that customers have access to key analytics, and efficient, easy to use account management tools, enhancing the customer's position as a leading provider of MasterCard credit card services.

### **Resources Provided by Achievo**

- Network and system architecture consulting
- Project management
- Requirements assessment, development and documentation
- Software development
- Quality assurance testing
- Onsite and offsite support

### Effective solutions, cost-effective results

"Achievo has done an excellent job supporting our exceptional 20 per cent plus annual growth," said the customer. "Now we are one of the top providers of commercial card services in North America," he added. "We continue to work with Achievo because they understand our challenges, and deliver effective solutions. They've consistently produced high quality work, on time, at a reasonable price. We continue to achieve excellent results with the work performed by Achievo and our technology and operations group."

### About Achievo corporation

Achievo Corporation is a leading provider of software outsourcing and information technology services to a global client base primarily through its regional offices in Japan, North America, Europe and Greater China. All seven of Achievo's delivery centers in Asia are ISO/IEC 27001:2005 certified, of which two are also ISO 9001:2000 certified and another is CMMI level 5 certified. In addition, Achievo's facilities in Germany are ISO 9001:2000 certified. With expertise in diverse technologies including Java/J2EE, .NET and embedded platforms, Achievo offers improved efficiencies, scale, diversification, and a skilled talent pool to deliver cost-effective, client-centric, and scalable IT outsourcing services to clients worldwide. Headquartered in the San Francisco Bay Area, Achievo has offices in the United States, Canada, Germany, China and Japan. For information on the company and its services, visit <http://www.achievo.com>

