



## Client

TSYS Managed Services

## Industry

Financial Services

## Country

United Kingdom

## Challenge

Set-up of a new technical Service Desk infrastructure that would enable TMS to service both the two new contact centre operations as well as all existing client operations

## Solution

DBOT solution at first site, Merchants hosted operation at second site

## TSYS Managed Services (TMS)

### Client Overview

TSYS (Total System Services, Inc.) makes it possible for millions of people to make paperless payments safely and securely. Recognized as the market leader, it provides electronic payment services to financial institutions and companies around the globe. TSYS work behind the scenes to offer unmatched flexibility, control and service quality to customers through a broad range of innovative issuing and acquiring payment technologies, including consumer-finance, credit, debit, healthcare, loyalty, prepaid, chip and mobile payments.

TSYS global headquarters is located in Columbus, Georgia with local offices spread across the Americas, EMEA and Asia Pacific. TSYS serves more than 300 clients worldwide and has relationships with more than half of the top 20 global banks.

In anticipation of market requirements, TSYS created TSYS Managed Services (TMS) EMEA in partnership with Dimension Data. The intent was to create a service partnership that would combine the competencies of TSYS and the customer service experience of Merchants – Dimension Data's Contact Centre business – and offer TSYS clients a focused managed service that would deliver an extended and valuable service offering.

### The Requirement

With the new joint venture fully incorporated, TSYS Managed Services (TMS) EMEA quickly won two new financial service client contracts. This required the set-up of a new technical Service Desk infrastructure that would enable TMS to service both the two new contact centre operations as well as all existing client operations. With advent of these new operations the TMS contact centre estate was expanded to three sites in all, one in Holland and two in the UK, each designed and built using different core technologies. At one site the client was looking for a DBOT (Design, Build, Operate, Transfer) solution – setting up an infrastructure that would allow TMS to access the expertise of Merchants IT to design, build and operate the technology platform for a given contract period and then transfer this platform to TMS for onward delivery to its client if desired at the end of the contract term. As a result this client was able to specify their choice of technology infrastructure to complement their existing IT strategy. The other new contact centre operation was designed with Merchants IT hosted technology at its core together with a range of IVR and dialer solutions as part of the solution.

The Merchants' IT team was asked to re-design the ICT Support Solution to encompass all three European TMS Customer Contact Centres in order to provide an IT infrastructure for over 1200 customer advisors and support staff who, in turn, would provide service solutions encompassing Service Desk, Incident, Problem and Change Management.

A key responsibility would be to triage incidents reported and to ensure that escalation to 3rd party support functions, if required, was done quickly and efficiently. Being able to manage risk was critical to ensure that TMS was not exposed to significant financial penalties due to non-delivery of its contracted Service Levels to its financial services clients.

## Results

- ▲ A centralized Service Desk, with local support engineers for each contact centre site
- ▲ ITIL aligned framework providing best practice with bespoke customer requirements
- ▲ A Service Desk providing a single point of contact for all technical support and standard change requests via 3 methods of contact: web, email and telephony.

## The Service Desk Technology

Merchants IT went out to the market to analyse and select the services of a hosted provider who would provide the most appropriate Incident & Problem Management tool to meet these requirements. This enabled Merchants IT to implement a common system across the three European sites within the agreed time frames and without incurring additional costs of local infrastructure and site to site connections. The chosen tool also enabled seamless assignment of incidents across geographical and technological boundaries which would ensure categorisation and prioritisation did not affect service levels.

Merchants IT also developed an in house Change Management Tool that fitted the business needs of TMS, matching the requirement for a best of breed solution, whilst ensuring TMS adhered to Payment Card Industry (PCI) guidelines.

## The Solution

Merchants IT implemented a Service Level driven solution that included a centralised Service Desk based in the UK, combined with local support engineers for each Contact Centre site. Operating in an ITIL aligned framework, which provides best practice with bespoke customer requirements, the Service Desk provides a single point of contact for all technical support issues and standard change requests via 3 methods of contact, web, email and telephony.

The web based Incident and Change Management Tools enable end users to log Support Calls and Service Requests straight to the Service Desk and through automated notifications enable users to easily track progress throughout their lifecycle.

## The Team Setup

Merchants recruited and implemented a new IT team that would provide the support solution in less than three months from recruitment to taking the first support call.

Merchants IT made the decision to bring in a new Management and Support Team using a combination of new recruits and a number of Dimension Data staff that had local environment knowledge being transferred over to Merchants via TUPE. This brought significant Managed Services sector experience and specialist technical skills together, enabling the level of support and technical skills on the technology installed in the three Contact Centre sites to be world class.

## The Launch

The two new contact centre technology solutions went live within a week of each other and the new Service Desk solution was implemented simultaneously across all three TMS contact centre sites. Merchants IT was able to balance the demands of a high profile 'Go Live' implementation with the pressures that always exist across sites, across regions and across multiple contact points.

By creating "Storm Room" committees, senior Merchants IT staff helped triage the teething issues to ensure that each issue went to the right team with the right priority. This approach has set the foundation for Merchants IT to remain a key participant in the ongoing Incident Management process.

The two new customer operations went live in early March 2008 and the new Service Desk Solution processed 500 calls in the first 15 days, surpassing the agreed Incident Resolution targets committed.

## Payment Card Industry (PCI) Compliance

As the custodian for TSYS Managed Services EMEA's PCI compliance, Merchants IT has also worked with internal and external sources to help TMS pass three successive and important audits. This was achieved via a combination of implementing a range of accepted PCI compliant security measures, to ensure credit card details were totally secured, together with a range of routine checks and regular patch management updates.

Merchants IT are responsible for ensuring that all solution design, project implementations and Change Requests meet with the strict guidelines of PCI. Day to day practices are undertaken to maintain data integrity whilst enabling TMS to deliver a dynamic and flexible service to their customer base.

## Continuous Improvement

As part of a continuous improvement programme Merchants IT constantly reviews its current practices. This ensures that when outages, issues or problems arise a full analysis is conducted to both understand root cause and implement new measures to reduce or eliminate the potential for reoccurrence in the future.

## Summary

Eighteen months into the contract TMS continues to benefit from Merchants IT's seamless service solution that competently looks after its IT support requirements and ensures that TMS can reliably benefit from continued first class support. Monthly, quarterly and annual Service Levels have all exceeded expectations and client feedback continues to be extremely positive. What started out as a customer and supplier engagement has now materialised into a very close service partnership where both parties look after the interests of each other for mutual benefit. The result of this has meant that Merchants IT has secured a number of additional technologies and service related assignments from TMS and the partnership continues to grow from strength to strength.