

Sterling Commerce helps TSYS transfer critical financial data



Location

Columbus, Georgia

Industry

Payment and transaction processing

Business challenge

Providing TSYS with secure transfer of critical financial data

Solution

- Connect:Direct®
- Connect:Enterprise®

Benefits

- One-time setup for data transfer
- Industry's finest data delivery capabilities
- Easy to identify and fix problems

TSYS Inc.

Customer background

TSYS, a leading global processor of payments and transactions, services some of the world's largest and most respected financial institutions and retailers including Bank of America, Bank One, Canadian Tire, Nordstrom, Royal Bank of Scotland Group, and Target. These clients and others represent more than 253 million accounts. On a typical day, the company must reliably and securely process more than 20,000 data transfers from its clients and shift large amounts of crucial internal data to support its vast operations.

Business challenge

TSYS, which bills itself as "the action behind the transaction," makes it possible for millions of consumers to use credit, debit, commercial, private-label, stored-value, and chip cards safely and securely. TSYS absorbs a constant flow of card draft and payment data from more than

100 major customers, according to Greg Pridgen, Director of Operations Support.

"We need to ensure that critical financial data is transferred securely and reliably, even during high volume periods," Pridgen said. "Even greater volumes must be flawlessly processed during peak periods such as the year-end holiday shopping season."

The company also regularly transfers data internally between mainframe sysplex environments and distributed systems and needs a dependable and capable tool, according to Pridgen. "Most of the internal data transfers involve moving program libraries, job control language (JCL) libraries, and tech support data between development environments," Pridgen said.

On top of essential transaction processing, TSYS requires secure

“Connect:Direct is more bullet-proof and functional than FTP, so we prefer to use it for our important applications.”

Greg Pridgen
Director of Operations Support,
TSYS Inc.

collection and distribution of data to business partners and customers through open communication protocols. TSYS also provides Web hosting for clients that desire outsourcing of Web applications to a company with an “industrial strength” data center.

Providing such a level of service requires TSYS to possess tools that enable it to incorporate flexible data transfers as part of its hosted Web applications.

Solution

The relationship with Sterling Commerce began in the mid-1980s when one of TSYS’ customers requested Connect:Direct to support transfer of financial data. Realizing the benefits, TSYS expanded its usage and today has Connect:Direct running on 12 mainframes and more than 50 z/OS systems, 18 HP Non-stop machines and numerous UNIX and Windows systems, according to Pridgen.

TSYS customers now use Connect:Direct to send card draft and payment data on a daily and monthly basis. TSYS also uses Connect:Direct to send customers extracts of data, such as collection reports, so that the information can be processed in their own systems, notes Pridgen.

The company also uses Connect:Direct to transfer data internally between mainframe sysplex environments in three data centers and distributed systems.

TSYS also recently began using Connect:Enterprise for UNIX, to handle secure collection and distribution of data to business partners and customers through open communication protocols. Connect:Enterprise makes it easier to support a broad range of business partners and customers through a variety of communications protocols such as FTP, Secure FTP, HTTP, AS2, bisync, async, OFTP, and others.

“Connect:Enterprise is used for sites that do not have Connect:Direct,” Pridgen said. TSYS uses Connect:Enterprise for OS/390 to support customers who require SNA or bisync connectivity, and Connect:Enterprise for UNIX for FTP communications.

Connect:Enterprise also is being used within TSYS’ e-commerce division as part of its Web hosting services, according to Pridgen. “Connect:Enterprise really helps us to incorporate flexible data transfers as part of our hosted Web applications.”

About Sterling Commerce

Sterling Commerce, an AT&T Inc. (NYSE:T) company, helps companies optimize and transform their Business Collaboration Network quickly, easily and securely so they can accelerate revenues, reduce costs and protect their enterprise. Sterling Commerce provides more than 30,000 customers worldwide with applications and integration solutions to connect, communicate and collaborate with their customers, partners and suppliers. Learn more at www.sterlingcommerce.com.

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