

Automation of payment processing generates new revenue for bank's customers



Bankart

Location

Ljubljana, Slovenia

Industry

Financial Services

Business challenge

Provide customers with secure, reliable and customised payment processing, and reduce overall operational costs

Sterling Commerce Solution

- Connect:Direct®
- Sterling Control Center™
- Sterling Managed File Transfer™

Benefits

- High-volume payment transactions secured through automated file transfer
- Customised payment processing
- Speedy issue resolution and exception handling due to visibility achieved through centralised management of payment systems
- Improved customer service
- Increased revenue and market share generated through international expansion

Customer background

In 1998, the majority of Slovenian banks created an organisation to consolidate the processing of their payment instruments, including those from ATMs and point-of-sale terminals, as well as credit and debit card transactions. Bankart was founded in order to reduce operational and development costs, and to ensure uniformity in the field of self-service and card operations.

Today, Bankart continues to process transactions in a uniform, secure, reliable and cost-efficient manner. It is the leading Slovene processing centre, and by continuing to offer high-quality technological services, Bankart's goal is to become one of the premier international processing centres in the South East European region.

Business challenge

In order to offer payment processing operations to its customers, Bankart required a means of reliable and secure file transfer, capable of handling even the most demanding volumes. An efficient and cost-effective file transfer process would not only assure delivery of transaction data to its customers (member banks), but simultaneously reduce overall operating costs.

Bankart selected the Sterling Commerce Managed File Transfer solution, as proposed by TIS Group, a leading provider of information and communication technology (ICT) in the region. With headquarters in Zagreb, Croatia and offices in Maribor, Slovenia, TIS provides ICT services to multiple industries, including telecommunications and financial services, by developing solutions based on its portfolio of products, and by collaborating with partners such as Sterling Commerce.

“Together, Sterling Commerce and TIS have enabled us to provide our customers with a secure, reliable and customised payment process. By consolidating each customer’s file transfer platform and automating business processes, we have increased file transfer processing by 30 percent and significantly decreased overall operating costs.”

Robert Mihevc
System Support and Data Communication
Department Manager,
Bankart

Solution

TIS recommended the Sterling Commerce solution Connect:Direct, a point-to-point file transfer software offering which provides Bankart with secure and assured delivery of files between customers. Bankart’s community of member banks has grown from 10 banks in 1998 to over 30 banks today, and includes several other financial services entities. Bankart uses Connect:Direct to manage each customer’s bank card transactions, credit card processing and internal payment systems.

In 2006, Bankart extended its deployment of Sterling Commerce solutions with the addition of Sterling Control Center, in order to centralise and automate the transaction process by consolidating the management of multiple file transfer platforms. Indeed, Sterling Control Center has enabled Bankart to standardise transaction processes, which makes it easier and more efficient to onboard and migrate new customers.

Key benefits

In partnership with Sterling Commerce, TIS has provided Bankart with a solution that enables them to provide customers with secure, reliable and customised payment processing. By consolidating each customer’s file transfer platform

and automating business processes, including translation, Bankart has optimised efficiencies and decreased overall operating costs.

Bankart has improved upon their customer service levels as they are no longer receiving high volumes of calls relating to issues associated with the management of multiple file transfer platforms. Furthermore, with complete visibility and a centralised view of each customer’s connection, Bankart now has the capability to provide quick and efficient responses to exceptions as well as proactively troubleshoot potential problems, thereby allowing them to provide higher value services to their customers.

Finally, the solution has enabled Bankart to generate new revenue for customers. By customising and standardising transaction processing, member banks are able to expand their business internationally. “Not only are we processing information for our customers,” explains Robert Mihevc, System Support and Data Communication Department Manager, for Bankart, “We are also supporting them in new market entry. Ultimately, this has enabled our customers to generate new revenues and increase market share.”

About Sterling Commerce

Sterling Commerce, an AT&T Inc. (NYSE:T) company, helps companies optimise 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.uk.

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