

Diners Club Italia onboards hundreds of partners in four months



Dinit CARD SERVICES

Location

Milan, Italy

Industry

Financial Services

Business challenge

Connect hundreds of diverse partner technologies to the new central systems infrastructure in the shortest possible time, without disruption to business operations

Solution

Sterling Business Integration Suite™

- Sterling Integrator®

Benefits

- Detailed visibility of data movement status
- Standard, secure method of data transfer
- Ability to onboard new partners quickly and easily, regardless of data format
- Improved customer service
- Increased customer satisfaction

Diners Club Italia—Dinit

Customer background

Founded in 1950, Diners Club International is a franchised network operating in nearly every country in the world. Specific to the travel and entertainment sector, the Diners Card is used in over 460,000 affiliated venues and services approximately 500,000 cash dispensers that display the Diners Club International label for cash withdrawal. Today, there are eight million Diners Club Cardholders.

Diners Club was the first credit card issued in Italy in 1958. In 2008, Findale Enterprise, a holding company, took ownership of Diners Club Italia.

Business challenge

Diners Club Italia has outsourced its IT operations to Dinit, a 100% controlled company. Dinit manages the information systems for both Diners Club Italia and Diners Club Slovenia. Dinit was responsible for implementing a major data processing project when the company changed hands in 2008, with several objectives to hand.

A foremost priority for the new company was to exchange client, partner and system transaction data within the organisation. The key to achieving this was the ability to centralise the flow and management of data.

This was essential as Diners Club Italia required a solution that would enable the company to securely and efficiently exchange data with all of its external partners, involving transition across diverse protocols and standards. The solution needed to provide comprehensive and clear process status reports, including transaction transfer error information, alerts generated by Diners Club Card Operations and black list warnings.

In addition, flexibility was key to meeting growing demand during operating phases without compromising processing times, and the solution had to have the scalability and connectivity functions required to onboard new partners quickly and easily.

Solution

Sterling Business Integration Suite has enabled Diners Club Italia to manage both internal communications requirements as well as transactions with external partners. As part of the Suite, Diners Club Italia implemented Sterling Integrator to provide them with the translation capabilities required for secure data delivery of multiple data communication types to multiple partners.

After an extensive review, Dinit selected Sterling Integrator as the market solution best aligned to meet the project requirements and scope. "We quickly identified that Sterling Integrator could solve the exact problem we were facing as it provides us with a solution that aligns itself completely with the data flows and processes of the company," explains Matjaž Žumer, Dinit's Technology and Infrastructure Division Manager. "Guaranteed high-performance service and no-risk file transfer for key business processes was the critical factor in our decision-taking considerations, and the reason why we selected Sterling Integrator over other solutions, which would have required risky custom programming."

Diners Club Italia was able to begin its first phase of data migration immediately. This was essential as the company had to be ready to receive data soon after deployment of the solution. In addition, a second phase of data migration was scheduled one month after, so there was no room for error or delay.

At the same time, the solution onboarded all of the company's 150 existing partners, each of which had successfully completed a file exchange test phase. Diners Club Italia completed this exercise in just 4 months, with no disruption to its business operations. Since going live, Diners Club Italia exchanges hundreds of files with its partners every day, and transfers approximately 130GB of files each month.

Benefits

With Sterling Business Integration Suite, Diners Club Italia has achieved a standard, secure method of data transfer and process control. The company is now able to use the common FTP protocol to exchange data transmissions that are both secure and protected by guaranteed delivery. Sterling Integrator not only enables Diners Club Italia to confirm that an upload has been successful, it also provides detailed reporting for any failed transfers.

"With Sterling Business Integration Suite, we are able to onboard new partners quickly and easily regardless of data format, without compromising the speed of our operations. This has enabled us to deliver an improved level of customer service, and ultimately increase customer satisfaction."

Matjaž Žumer
Technology and Infrastructure Division Manager,
Dinit

Most importantly, Sterling Business Integration Suite provides Diners Club Italia with a flexible solution that supports multiple file formats, communication types and protocols. It also provides complete visibility of data movement operational status even for unscheduled data transfers.

Sterling Commerce enabled Diners Club Italia to meet its challenge to deploy the solution within 4 months, and deliver on all of its project requirements. "We have a trusted partnership with Sterling Commerce and are confident that Sterling Business Integration Suite provides us with a future-proof investment that will support our strategy for growth. Given the business results attained within Diners Club Italia, we plan to use the solution as the standard method for exchanging data across other companies within the group," concludes Žumer.

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.co.uk.

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