

Brazilian Multinational Fintech with Credit Card Processing in Automic® Automation

CLIENT PROFILE

Industry: Fintech

A Brazilian Fintech holding with presence in USA, listed in NASDAQ, that is a leading Super App in the Americas, offering a comprehensive range of services within a single digital ecosystem.

PARTNER

ICT Consultoria em Tecnologia Ltda.

BROADCOM SOLUTIONS

Automic® Automation

Automic Analytics for External Data

RESULTS

- Credit Card Processing Automation implemented in a very short period with 1650 artifacts
- Automic Automation installed and configured for Development, test and productions environments
- New workload automation team trained and enabled to administer, configure and operate Automic Automation

Business

Brazilian Fintech holding, with presence in USA and listed in NASDAQ, is the leading Super App in the Americas, offering a comprehensive range of services within a single digital ecosystem. These services include full banking capabilities, investments, credit, insurance, and cross-border solutions. Additionally, Customer operates a marketplace that brings together top retailers from Brazil and the United States.

Wanting to become more agile and develop its own line of products related to the credit card vertical, Customer decided in 2018 to implement First Data Corporation solution VisionPLUS in distributed environment on AWS. The ability to handle different product lines and to process credit card bills would ensure the company maintained its competitive advantage and time to market.

In 2023 the Customer launched a loyalty program which rewards customers with points for using their credit card and plans to continue fueling the growth and engagement of its clients.

Challenge

While VisionPLUS is a COBOL mainframe-based solution in most companies that handles credit card processing, in the Customer the solution would be implemented on Linux platform.

The credit card processing project needed to be implemented in a short period of time, from the 2nd half of 2018 through the 1st semester of 2019, requiring a considerable effort to train people, review the business requirements, customize the solution, and start processing the first group of customers

Approximately 1650 JobScheduler Berlin artifacts (Chains and Jobs) were provided in the initial setup of the VisionPLUS solution, and they needed to be customized and parametrized as part of the Customer team job.

A lack of features in the underlying scheduler solution and the need to be agile in the implementation, tests and validation, would require something more configurable, customizable and easy-to-use solution.

Additionally, the complexity of the workflows, with many levels of subworkflows with parallel processing and synchronization made their maintenance more challenging.

With Automic Automation a variety number of use cases are being implemented in our Client, not only the called traditional workload automation mainly in Core Bank processing but also Automic APIs that is vastly used for Customer onboarding, integration with chatbot, and so on.

Challenge (cont.)

Although the replacement of the JobScheduler Berlin for another WA solution was something being discussed to leverage productivity in the project implementation, it would require a lot of effort to be accomplished besides the short time required for a replacement project.

Besides, a replacement could generate more risk once the original artifacts definition and dependencies could be more reliable compared to a new set of converted artifacts.

Solution

Customer concluded that although the effort and risk could be challenging, they could benefit from this transition as the level of customization could be high even though using the legacy solution.

AUTOMIC® Automation was the chosen solution, once the Core Bank automation project implemented with AUTOMIC® Automation was a success.

There was another thing to be addressed besides the replacement. A new Customer team of analysts and system engineers will be responsible for VisionPLUS processing and this team never dealt with AUTOMIC® Automation before.

To help them in addressing all these challenges, Customer invited ICT Consultoria, that was responsible for the implementation for its Core Bank automation project with AUTOMIC® Automation.

The project was broken down in three deliverables:

- AUTOMIC® Automation installation and configuration
- ICT AUTOMIC Workshops for VisionPLUS automation team
- JobScheduler Berlin replacement for AUTOMIC® Automation

ICT Consultoria started working with VisionPLUS automation team to understand the requirements and provide the replacement for the scheduler. The ICT Conversion Engine has been adapted to accomplish the conversion from JobScheduler Berlin to AUTOMIC® Automation with a timeline of 20 workdays, including analyses, implementation, and delivery. Before this project, ICT Consultoria had no knowledge about the legacy solution.

Results

Nowadays the AUTOMIC workflow responsible for VisionPLUS daily processing are composed by 3700 artifacts, with many levels of workflows, subworkflows, jobs and SYNC objects and, there are different versions of this workflow for development, test, pre-production and production.

A total number of 10 million credit card accounts are processed monthly using AUTOMIC Automation in Customer.

As well as automating credit card processing, AUTOMIC Automation is used to process over 120,000 jobs a day at Customer. The following process areas are represented:

- Core Bank
- Client onboarding
- Billing
- Financial
- Accounting

ICT Consultoria and Customer have maintained their partnership since 2018 for new projects, support and education.