**Charter Global™**
Strategy • Technology • Solutions

## Charter Global
# CASE STUDY - Skilled IT Project Resources
## Global Electronic Payment Processing Company

**Charter Global improved the client's front-end services platform for an improved customer experience.**

## About the Client

The client, a global publicly traded company, provides electronic payment services to financial institutions and companies in more than 80 countries. The client's technology makes payments easier, faster and more secure. Its offerings include a broad range of payment technologies, including consumer, credit, debit, healthcare, loyalty, prepaid, chip, and mobile payments with seamless, secure, and innovative solutions.

### The Challenge

The client needed a robust technology platform that could process close to 10 million credit card transactions daily and accurately compute rewards points for its loyalty program members. It lacked the necessary IT staffing resources to develop the metadata configuration needed to address the high-volume requirements of its rewards program. In addition, with continuous regulatory requirements changes and frequent managerial turnover, the client needed to ensure that the project could be completed quickly with no down time, as any delay in payment processing could result in billions of lost dollars for its customers.

## Solution

The client selected Charter Global to evaluate the project requirements and provide the necessary expertise and staffing resources to complete the project quickly with no negative impact on its customers. Charter Global assembled a team that included infrastructure architects, Linux administrators, SQL Server database administrators, network security engineers, project managers, and developers to solve the client's complex system transaction challenges.

Rigid screening of candidates ensured that the client had a stable and experienced infrastructure team to support the systems full time.  The Charter Global team developed an infrastructure architecture that connected back-end and front-end infrastructure within Red Hat Linux, Windows infrastructure, and Cisco.

## Results

With the improvements implemented by the Charter Global team, the client was able to implement the critical concepts of its loyalty engine, points bank, redemption, and web services framework for multiple customer organizations. The project successfully improved its front-end services platform for an improved customer experience.

**Why Charter Global?**

- Increased scalability, flexibility, and security

- Broad range of technology solutions across multiple platforms

- IT certifications including CMMI Level 3, PCI, Microsoft Certified Partner, Oracle Gold Partner, and SAP Edge Partner

- More than 1100 professionals and an extensive database of nearly 2 million consultants

- Experience working with mid-size and Fortune 1000 companies

- Proven record of increasing efficiency with rapid ramp up, scalable resources, and shorter implementation timelines

## About Charter Global

Charter Global drives innovation in IT projects and business operations by defining strategy and providing consulting, digital solutions, custom development, and skilled resources. With an established customer base of mid-size and Fortune 1000 industry leaders, our experience and proven methodologies enable our professionals to deliver industry leading solutions in cloud technologies, open source, DevOps, mobility, CRM, ecommerce, SAP, and Oracle JD Edwards platforms.

- Founded in 1994
- Headquarters in Atlanta, GA, and development centers in India
- Active database of nearly 2 million consultants
- IT certifications: CMMI Level 3, PCI, MS Certified Partner, Oracle Gold Partner, and SAP Edge Partner
- Specialize in cloud technologies, open source, DevOps, mobility, ecommerce, and custom application development

- Expertise in SAP Hana Cloud Platform, SAP Hybris, Oracle Mobile Cloud Service, and Oracle JD Edwards
- Established customer base of mid-size and Fortune1000 industry leaders
- Vertical experience in telecom, healthcare, media /entertainment, airlines, finance, energy, retail, and hospitality
- 100+ full-time staff recruiters support clients in the U.S. and globally