



CASE STUDY

US CREDIT CARD PROVIDER

Leading US Credit Card Provider
Adopts PaaS Cloud Model



UNITAS CASE STUDY : CREDIT CARD PROVIDER

THE CHALLENGE



**364M CREDIT CARD ACCOUNTS
CURRENTLY OPEN IN THE US** – American
Banking Association Report, 2017



**20% OF PEOPLE SAY THEY NEVER
CARRY CASH; 46% SAY THEY RARELY
OR NEVER USE IT** - AmEx Digital Payments
Survey, 2017



**COUNTERFEIT FRAUD HAS DROPPED
60% IN CASH TERMS SINCE ADOPTION
OF CHIP-AND-PIN IN US** – Mastercard, 2017

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THE CHALLENGE

UNITAS' CLIENT WAS DOING WELL, BUT THEY WEREN'T QUITE KEEPING PACE WITH THE COMPETITION. THEY REALIZED THEY NEEDED TO REDUCE TIME TO MARKET FOR THEIR NEW APPLICATIONS AND IMPROVE CODE QUALITY, ALL WHILE MAKING BETTER USE OF EXISTING RESOURCES. WITH IN-HOUSE DEVELOPMENT STAFF STRETCHED TO THEIR LIMIT AND A LOT OF WORK OUTSOURCED, THE CLIENT WAS IN NO POSITION TO DO SO ON THEIR OWN.

KEY CHALLENGES

- Slow time to market for new applications
- Outdated processes; outsourcing hampering developer agility, efficiency, and morale
- Low overall code quality slowing down development
- Large parts of corporate IT infrastructure un- or under-utilized due to lack of visibility

The client's IT team couldn't match the pace set by their peers at other financial institutions. To do that, they had to drastically speed up their development cycles and equally improve the quality of their code.

This presented something of a challenge for staff, as they were already overextended by their existing workload and much of their code production had been outsourced. This loss of control over production left them constantly scrambling to find and fix bugs in delivered code which they otherwise would have caught far earlier, almost doubling their effective workload.

In addition to this lack of agility and quality control, there was inadequate visibility around exactly which parts of the company's IT infrastructure were being used and how. Development teams were unable to tell where the machines they were using were located or what other processes they were running. This left large swaths of the company's expensive network unused, wasting both money and hardware.

To compete in their market, help their employees excel, and offer their customers innovative services, they needed to migrate to the cloud.

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THE SOLUTION

SOLVING THESE CHALLENGES REQUIRED A FUNDAMENTAL REWORKING OF THEIR CORE IT INFRASTRUCTURE. UNITAS DESIGNED AND HELPED DEPLOY A NEW CLOUD ARCHITECTURE, ENABLING THE CLIENT'S TRANSITION TO A PAAS SYSTEM. THIS THEN FORMED THE ORGANIZATIONAL AND TECHNICAL HUB FOR ALL FUTURE OPERATIONS.

Unitas' four-stage methodology ensured a process of both prompt delivery and client satisfaction throughout the project:

DISCOVERY

Unitas' team worked with the client to define project parameters, goals, and budget. Time to market, development team workflow, code quality, and inefficient resource use emerged as core issues at this stage.

DESIGN

Unitas thoroughly redesigned the client's technology architecture to meet these challenges. Unitas implemented a hybrid cloud environment and a wide variety of developer tools to facilitate the successful rollout and support of the client's organization-wide PaaS. Automated provisioning gave teams quick, easy access to hardware and development environments on demand, while a modernized toolchain allowed the adoption of agile, DevOps-style processes.

DEPLOYMENT

In close cooperation with the client's in-house IT staff, Unitas led the deployment of the new PaaS solution. Time and costs were kept to a minimum by utilizing existing technology and applications wherever possible, while also ensuring work was not repeated between teams. During and after deployment, Unitas prescribed an architecture-as-code approach to lock in the benefits of automation at every level of operations and free up employee time previously spent managing infrastructure.

MANAGEMENT

After hand-off, Unitas continued to provide ongoing management for the client's newly-installed systems, as well as training staff in the company's new processes and technologies. Unitas' end-to-end SLA, which not only offers comprehensive support services post-project, but also offers financial compensation for outages and downtime, was key in ensuring long-term operational excellence, security, and peace of mind for the client.

UNITAS CASE STUDY: CREDIT CARD PROVIDER**THE RESULTS**

RESULTS

The client's new PaaS system gave them their competitive edge in a cutthroat market, helping safeguard innovation and ensure profitability in the future.

By facilitating intra-organizational communication and collaboration around projects, the cloud solution Unitas designed allowed for a dramatic reduction in development times.

Automated provisioning of resources, the consequent ease of access to those resources by developers, and the implementation of a modern continuous integration/development toolchain have reduced time to market far beyond pre-deployment expectations. The introduction of agile, DevOps-style processes has allowed the client's IT teams to successfully incorporate new technologies in both the toolchain and production stack.

On top of these significant benefits, the client saw substantial cost savings as a direct result of the process and technology upgrade from Unitas.

BENEFITS DELIVERED:

- **MODERNIZED, CLOUD-BASED PAAS SYSTEM SUPPORTING ALL COMPANY OPERATIONS**
- **SUBSTANTIAL COST SAVINGS**
- **MUCH FASTER TIME TO MARKET FOR NEW APPLICATIONS**
- **IMPROVED CODE QUALITY**
- **IMPROVED COMMUNICATION, CODE SHARING WITHIN AND BETWEEN DEVELOPMENT TEAMS**
- **MORE EFFICIENT USE OF IT RESOURCES**



WWW.UNITASGLOBAL.COM

Find out what a hybrid cloud solution looks like for you.

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