



# A WORLD OF DIFFERENCE

Removing the burden of an inefficient legacy system can have a huge impact on a company's ability to compete.

Infosys®



# DIGITAL IN A PHYSICAL WORLD

Our client offered electronic money transfer services. For years they had provided the digital links and the networks of agents that enabled people to send money quickly and easily around the world. But digital technology introduced a number of challenges to their business. Not only were pure digital payment companies threatening the agent-based model, but their business models had lower operating costs than a network of physical agents. Also, other technologies such as virtual money transfer via blockchain were being more widely adopted. In addition, industry mergers strengthened competitors; while increased protectionism began to reduce the number of migrant workers — the core customers for our client.

The digital world was looking like a difficult place to operate in.



# A COMPLEX TASK

Our client had over half a million agents in 200 countries around the world, who needed their commission calculated and paid at the end of each working day. This is already a complex task but was made more difficult by the 32 legacy settlement systems in use, following years of acquisitions. There were disparate processes everywhere; and human error rates were high, since manual workarounds were often necessary. Transaction visibility needed to improve, costs needed to be reduced. Delays in timely agent payments led to agent retention problems, and the inevitable impact on customer service.

With the increased competition from digital players and the subsequent pressure on operating margins, our client had to do something to reduce cost and improve efficiency.

# WHAT'S HOLDING YOU BACK?

The other effect of a complex, poorly-integrated legacy settlement system was that our client was unable to move forward and evolve its business in the face of digital competition. It was also not flexible enough to adapt quickly to new product introductions and, therefore, stood in the way of the company's modernization plans.

Our challenge was to build a development platform that enabled them to move more quickly and compete in the new digital age. Using the latest technology stack from Oracle Revenue Management and Billing (ORMB), we set about creating a settlement platform for the digital age.

## BREAKTHROUGH

**We built a digital platform to help our client re-imagine their business model in a rapidly changing industry.**

Infosys®



# FROM POUNDS TO PESOS

The system needed to be built on new technology that reduced development time so the company could deliver scalable solutions in a rapidly changing market. It needed a rules-based calculation engine that supported multiple and complex commissioning and and foreign exchange (F/X) sharing models; so settlements could be calculated, and agents could pay in their local currency. It needed to support multiple settlement currencies for a single transaction; for example, the ability to settle principal in one currency and commission in another currency. Also, it had to support the regulatory and compliance conditions in each different country. And it needed all of this whilst also maintaining high availability and an effective failover plan in the event of an outage.

- Oracle Revenue Management and Billing
- Oracle Business Intelligence Enterprise Edition 11g (OBIEE)
- Infosys Transaction Reconciliation System
- Database and WebLogic
- RAC and partitioning

## SOFTWARE

- Three-tier architecture
- Near-zero-loss solution
- Primary and DR sites
- 14 non-production environments

## HARDWARE

- Requirement assessment
- Infrastructure blueprint
- Prototyping design and build
- Automated testing
- Solution deployments
- Global rollouts
- Program management

## IMPLEMENT

- Application support
- Platform enhancements
- Infrastructure support
- Upgrades
- Technology refresh

## SUPPORT

**SETTLEMENT  
FOR THE  
DIGITAL AGE**

Infosys®

DESIGNED TO HANDLE  
**5,000,000**  
TRANSACTIONS/DAY

PROVIDING  
ACCURATE, TIMELY  
SETTLEMENT FOR  
**500,000**  
AGENTS IN  
**200**  
COUNTRIES



Our client is now much better prepared  
to compete with digital market entrants.



**WE DID THIS FOR  
THEM. WE CAN  
DO IT FOR YOU.**

Find out more about how  
you can exploit digital  
opportunities. Reach out  
to us at [askus@infosys.com](mailto:askus@infosys.com)