



IBERIA CARDS

Case Study

PAYMENT SYSTEMS FOR IBERIA CARDS

Iberia Cards is shareholding of some important Spanish companies as Iberia Air Lines by 40% and BBVA, Grupo Banco Popular, Caja Madrid by 20% each one. Iberia Cards running and manage all services related to electronic payment systems mainly on credit cards issued by Iberia Cards linked to Iberia's Iberia Plus loyalty program

Need

Iberia Cards needed an integrated payment system to manage its business. This involved creating the appropriate infrastructure, establishing a multi-channel helpdesk and ensuring that the back-office was fully operational.

Solution

With more than 15 years' experience, Tecnomcom is a market leader in payment systems. It has installed over forty systems that provide service to more than 100 organisations and deal with more than 60 million cards worldwide.

The Iberia Cards project involved several software products and solutions, such as SAT (card administration system); SIA (integrated multi-channel authorisations system); Contact Center is a highly versatile platform designed to meet the internal and external communication needs in the organization, based on "100% pure Java", the integration of e-mail, fax, internet, telephone, SMS and internal procedures (workflow) into a single application environment and DIANA (At Iberia Cards, DIANA manages, evaluates, monitors and follows up models implemented in the system)

Tecnomcom has implemented and personalised products, completed made-to-measure products, managed integrated applications and processes and outsourced back-office operations.

Tecnomcom has also to integrate a server which provided to the project with a robust, secure and scalable architecture so its bet obviously for Sun Fire 12.000 with 10 CPUs under operative system Solaris 8, 10.

Benefits

Tecnomcom developed a complete system for Iberia Cards to implement its card programme. The infrastructure was rolled out and the contact centre became operational, a customer website was created and the whole system was tested to the satisfaction and delight of the client.

Outstanding Teamwork

The project required the work of five separate teams within Tecnomcom – Payment Systems, CRM, Business Management Solutions, Financial E-Solutions and Infrastructure. Each of these teams developed their specialist components of the solution while coordinating with the rest of the team.

The project was an enormous undertaking which could only be completed by the close co-operation between all five teams and the client

SECTOR

Financial services

SERVICES

Consulting
Solution Integration and Design
Business Process Outsourcing

BENEFITS

Rapid roll-out of card management and payment systems.

"As the pilot phase has now been implemented for the project concerning the supply, implementation, and management by Tecnomcom of an entire payment systems platform that allows Iberia Cards to issue payment Cards associated with a loyalty programme, I would like to thank all the team from Tecnomcom who made this possible. In record time, the implementation and roll-out of the entire integrated system was completed, with the added difficulty of coordinating so many team members. Trusting that we will be able to continue to count on this high level of service, we send you our warmest regards."

Juan Golmayo Fernández,
Director General, Iberia Cards