

MIGRATING TO PEGA BPM HELPED SAVE \$4 MILLION IN ANNUAL TECHNOLOGY COST

BUSINESS GOALS

A leading global cards and payments company wanted to digitally modernize their customer acquisition process. Syntel helped them overcome the legacy challenges by implementing Pega BPM solution for multiple geographies.



BUSINESS BENEFITS

\$4MN REDUCTION IN ANNUAL TECHNOLOGY AND VENDOR COSTS

\$750K REDUCTION IN ANNUAL OPEX

50% FASTER TIME TO MARKET

CHALLENGES

The main challenges faced by the client were:

- Customer acquisition process was on a 20+ years old mainframe platform
- The process was complex, as it included multiple geographies/countries, 60,000+ requests per day, 10,000+ business rules, 100+ business processes
- Business processes to be executed in less than 20 seconds compared to an SLA of 60+ seconds on legacy systems

SYNTEL'S SOLUTION

As a part of this engagement Syntel developed:

- Assessed existing systems and processes
- Conducted feasibility study for Pega-based point-of-arrival solution
- Delivered a multilayered application architecture with common foundation and components, as well as geography-specific components
- Externalized, rationalized and migrated business rules from mainframes to Pega
- Developed infrastructure for dynamic, omni-channel, and global servicing applications
- Provided flexibility to change business rules and processes without a code change
- Globalization, simplification, and rationalization of business process orchestration

About Syntel

Syntel (Nasdaq:SYNT) is a leading global provider of integrated information technology and knowledge process services. Syntel helps global enterprises evolve the core by leveraging automation, scaled agile and cloud platforms to build efficient application development and management, testing and infrastructure solutions. Syntel's digital services enable companies to engage customers, discover new insights through analytics, and create a more connected enterprise through the internet of things. Syntel's "Customer for Life" philosophy builds collaborative partnerships and creates long-term client value by investing in IP, solutions and industry-focused delivery teams with deep domain knowledge.

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