



Bundled Communication solution for a Credit Card issuer

A fast-growing bank wants to replace a current credit statement generation applications with OpenText Exstream CCM solution.

Business Challenge

- Generate Credit Card Statements for all logos and templates Solution should be able to pull up the marketing images and offerings from JPEG/TIFF files.
- Solution should be able to send at least 200,00 emails in one hour.
- Solution should have a feasibility to encrypt the PDFs.
- Solution should send SMS communication with bitley link and allow the user to download the PDFs.
- Reports to Business and IT stakeholders.

The customer wanted to address production challenges which are impacts the production.

- Handling multi language communication.
- Single template in Exstream to handle multiple logos and colors.
- Container based design for Email Templates
- Mouse over features in Exstream's 9.5
- Handling multiple flows to generate single communication
- SMS contents with bitly link
- Integration with Archival servers

AdventSys Solution

AdventSys solution package including creating suite of applications that can address customer challenges.

- Build centralized architecture.
- Single template has been designed in Exstream to handle around 40 templates.
- Business conditions are applied on appropriate objects .
- Reusable components were created to meet the performance and save development/testing effort.
- Command Center has been used to process the batches and deliver outputs to multiple delivery channels.

Technologies Used



LANGUAGE

VB Script



PLATFORM

Windows



DATABASE

MS SQL Server



IDE

Open Text Exstream



INTEGRATIONS

Command Center & Delivery Engine



REPORT

MQ Series, SMTP and SFTP gateways

Client Benefits

- Improved performance of batches, were able to generate 200,000 communications in one hour..
- Seamless integration with Archival system.

- Emails can be retriggered.
- External Database where communications will be logged and tracked for business users.
- Access to trigger batches through SOAP, ACTION and REST API calls.

www.adventsys.in | info_as@adventsys.in • Bangalore, India

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