



Case Study

Leading global financial services firm providing worldwide investment, transaction, and cash management support sought highly specialized augmentation for their technical team

Client:

A Leading Global Financial Services Firm

Industry:

Financial Services

Service Offering:

Staffing Services

- Applications Staffing Services



The Situation: A leading global financial services firm was looking for assistance in the complete redesign, architecture, development, and testing of a replacement for its aging credit card processing and tracking application. This application is part of the client's treasury and securities business line and is geared primarily towards its corporate customers. Overall, the client has assets of \$1.2 trillion through operations in more than 50 countries, and is considered a leader in investment banking and financial services for many of the world's most prominent corporate, institutional, and government customers. The client's treasury and securities business line provides worldwide investment, transaction, and cash management support to CFOs, treasurers, issuers, and investors. It also services more than \$9.1 trillion in assets, \$4.5 trillion in debt management, and more than \$250 billion in equities.

The Challenge: Although the client's current credit card processing and tracking application was still cutting edge for its market, it was only a matter of time in today's high-tech world before a newer, more robust, web-based credit card management system was introduced. To stay ahead of the competition, the client began development of its replacement product. The new proprietary application is an n-tier, web-based system that makes extensive use of Web Services, .NET Remoting, and Message Queuing. It is a highly-scalable, enterprise-level distributed web application, and is used by corporate clients for credit card cost allocation, spend tracking, Merchant Category Code (MCC) management, new card issuance, and credit limit modification.

The Response: Since the new application would be built using the latest technology, the client needed experienced resources to supplement its technical team. Through its existing relationship with the client, TEKsystems®, a premier provider of technology staffing and services, had already demonstrated its unparalleled customer service and ability to quickly deliver expert consultants in a variety of skillsets. In addition, the client found TEKsystems' local presence, strong national recruiting



force, and specialty sub-vendor partners attractive corporate features. In the fall of 2003, TEKsystems became one of the client's two original preferred vendors in Salt Lake City, and has since been asked to fill the project's key team leadership roles of Lead Web Architect, Lead Quality Assurance, Lead Functional Analyst, Lead Technical Analyst, and MQ Series Infrastructure Architect. TEKsystems' consultants have also played an integral part in the application's development and quality assurance as C# Middle Tier Developers, ASP.NET Presentation Tier Developers, QA Engineers, SQL Database Administrators, MS Report Writers, and Business Process and Documentation Specialists. TEKsystems currently has more than 31 technical resources dedicated to this project and has been successful over the years in transitioning many others to the client's full-time, permanent employment.

The Result: TEKsystems' ongoing participation in development of the client's proprietary corporate credit card management system has saved the client significant time and recruiting costs. Through use of its specialty sub-vendor program, TEKsystems has been able to quickly provide and maintain hard-to-find Technical Professionals and transition these professionals to the client's full-time staff when applicable. Many other contracts for TEKsystems' Technical Professionals have been extended to assist with the client's merger-related activities, such as combining duplicate systems and transferring client data, migrating external customer information, and moving technology operations to another city. The exceptional quality of TEKsystems' Technical Professionals has led to additional staffing opportunities within the client's other technical groups, as well as the introduction of one of TEKsystems' sister companies, Aerotek Professional Services, to staff the client's non-technical needs.

The Technology: Microsoft SQL Server 2000 Enterprise Edition; Microsoft .NET (C# / ASP.NET); Microsoft .NET Remoting; Microsoft Reporting Services; Crystal Reports 7, 8.5, 10, and 11; Web Services; Microsoft Windows 2003