SIA Group

Stratus V Series platform handles high-volume growth for leading European financial services technology provider

Business situation

SIA Group, European leader in financial services and payments systems, provides technology solutions to banks, corporates, public administration bodies, central institutions and capital markets. Services include, credit and debit card processing, e-money, collections and payments and network services for connectivity and messaging.

Currently present in 40 countries, SIA also operates through its subsidiaries in Belgium, Hungary, and South Africa. With 8.1 billion transactions annually relating to card, collections, and payments, 63 million cards managed, and 22.3 billion transactions on financial markets, SIA carries 11.2 thousand bytes of data on the network.

Stratus V Series systems provide continuous processing for authorization and ATM services within this multi-national infrastructure.

QUICK FACTS

SOLUTION PROFILE
- Credit-card authorization system: reliable credit card payments and ATM withdrawals
- Handles 1.7 million transactions per day on average; often reaches 2.5 million transactions during peak days
- SIA-SSB required new solution to support business growth and expanded capacity

PRODUCTS
- Customized software applications
- Stratus® V Series systems
- Stratus OpenVOS operating system

SERVICES
- Stratus Support Services
- Stratus migration and post-migration Professional Services

Processing more than 1.7 million transactions per day on average, the bank's authorization system volume peaks at around 2.5 million transactions per day during the Christmas season.

Uptime. All the time.

Stratus®
Technologies

SIA Group provides the Authorization System for one of the main credit cards issuers in Italy. Processing more than 1.7 million transactions per day on average, the banks authorization system volume peaks at around 2.5 million transactions per day during the Christmas season. The Authorization System architecture is based on Stratus fault-tolerant V Series servers running Strauts' OpenVOS operating system and software applications which have been developed and customized entirely in house.

Over 540 Italian banks with 31,000 ATMs, nearly 580,000 merchants with POS systems, five customer contact centers and many other satellite servers e.g. risk management, prepaid card systems etc. rely on the SIA-SSB Authorization System to make reliable credit card payments and ATM withdrawals daily and to access VISA®, Mastercard®, JCB® and CUP® networks.

Accommodating growth

To maintain sufficient capacity to support expected future business growth, SIA Group needed to replace their six Stratus Continuum® systems with two new Stratus V Series systems. Guaranteeing business continuity and maintaining their customers' service level

agreements (SLAs) while all the custom applications were ported and re-configured on each V Series System was at the heart of the migration challenge.

Business objectives

Continuous availability remained the number one priority throughout this migration solution because:

- Database synchronization between the Continuum and V Series systems had to be guaranteed
- The entire migration process had to be performed without any downtime

The solution

The existing SIA-SSB Authorization System architecture, was already capable of supporting a full disaster recovery event. Coupled with the in-house software they had developed for data synchronization between different module types, SIA Group possessed the key infrastructure and technology ingredients for a successful migration.

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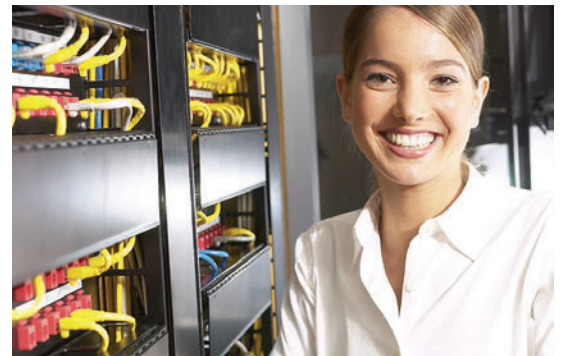
SSB initiated a set of procedures that would allow them to fully meet customer SLAs throughout the process. SIA software engineers, supported by a Stratus Senior Solution Services Consultant, re-configured and installed their innovative software application.

Developed to maintain database synchronization between the Continuum and the V Series systems, the software also enabled the overall Authorization System Architecture to turn on and off single specific systems. As a result, they were able to plan the migration without the need for any downtime.

The first V Series Database was synchronized with the other Continuum systems still in production. Then, after moving all the incoming transactions to the new V Series, they were able to process their entire online transaction volume with ease while the rest of the migration took place. The remaining Continuum systems were progressively turned off as the second V Series was installed within the SIA Authorization System architecture.

Business impact

The migration was a complete success. SIA Group experienced no periods of downtime and their customer SLAs were fully met. In fact, even though it took approximately six months to complete and represented a significant resource effort to assess, plan and implement, this complex migration was completely transparent to end users. Thanks to the high performance of their new V Series systems, SIA Group now benefits from a much better response time and more than sufficient capacity to support business growth.

Stratus
Open**VOS**

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SIA Group is also enjoying the savings realized by consolidating their operations onto the higher capacity V Series systems. And, they give a lot of credit to their Stratus Senior Solution Services Consultant—who supported them during the entire migration period and afterwards in the post migration tuning—with helping them realize immediate cost savings. Even more important, they are confident that these new powerful and scalable systems will be able to support their rapidly growing business over the next few years.

About SIA Group

The Group is made up of seven companies: the parent SIA, the Italian companies RA Computer (solutions and applications for banks, businesses and P.A.), PI4PAY (collection and payment services) and TSP (systems and services for companies and P.A.), SiNSYS (card processing) in Belgium, Perago (infrastructures for central banks) in South Africa and SIA Central Europe (transactions processing and ATM/POS terminal management) in Hungary.

About Stratus

Stratus delivers uptime assurance for the applications its customers depend on most for their success. With its resilient software and hardware, backed by proactive availability management services, Stratus products help to save lives and to protect the business and reputations of companies, institutions, and governments the world over.

To learn more about worry-free computing, visit www.stratus.com

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Specifications and descriptions are summary in nature and subject to change without notice.

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