

TSYS



merchants
A DIMENSION DATA COMPANY

Industry

Managed contact centre services

Country

Global

Challenge

TSYS turned to Merchants to provide end-to-end contact centre services supporting both business and consumer customers, incorporating activities from front-end card application processing and subsequent customer servicing to debt recovery and fraud activities at the later stage of the relationship.

Solution

EMEA Joint venture combining the call centre capabilities of Merchants with the payment processing abilities of TSYS.

Results

- ▲ A one-stop contact centre solution both at a local and global level.
- ▲ Merchants is proving to be the ideal partner to offer 'best-shoring' and 'right-shoring' choices to clients.
- ▲ Dimension Data's capabilities in terms of building, maintaining and operating managed service centres are unparalleled in Europe and the rest of the world.

TSYS and Dimension Data: The Power of Partnerships

Payment services provider TSYS and Dimension Data's contact centre division, Merchants, have created a joint venture to deliver managed services to global financial institutions.

Executive Summary

It started as a simple contact centre location assessment back in 2003. Today, barely five years later, the relationship between payment services giant TSYS and Dimension Data's contact centre division, Merchants, has turned into a burgeoning joint venture that is delivering a comprehensive range of managed services to a growing list of global financial institutions.

Client Overview

TSYS is a card payment processing specialist based in the United States. Formerly owned by a regional banking organisation called Synovus, it is listed on the New York Stock Exchange and has an annual turnover in the region of \$US1.8 billion. It boasts a client list in the US that includes some of the top names in the financial services arena, and currently has more than 2000 call centre seats in Georgia and Arizona to service its US operations.

TSYS branched out into Europe in 2000, and has publicly stated that it wants its European operations to provide 30% of its revenues by 2009. This is looking increasingly achievable, thanks in no small part to the joint venture with Dimension Data. Since its incorporation in November 2006, the joint venture – known as TSYS Managed Services EMEA - has enjoyed exceptional success, securing managed service business from a list of blue chip clients that includes the likes of Bank of Ireland, Rabobank, Lloyds TSB, Norwich Union, Nationwide, Barclaycard and The Royal Bank of Scotland.

Business Challenge

TSYS asked Merchants to provide end-to-end contact centre services supporting both business and consumer customers, incorporating activities from front-end card application processing and subsequent customer servicing to debt recovery and fraud activities at the later stage of the relationship.

Relationship History

This remarkably successful relationship, which is delivering significant benefits to both TSYS and Dimension Data, had its roots in a relatively low-key meeting back in August 2003, where Dimension Data consulted TSYS on the feasibility of building a new contact centre to provide managed services for clients over and above the standard payment processing services.

In September 2004, TSYS was engaged by Dutch financial services provider ABN AMRO to migrate its credit card customer base from the incumbent supplier to a full service offering from TSYS. At the time, ABN AMRO didn't have a credit card in the marketplace, and selected TSYS as its card processor.

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Solution Provided

The challenge was enormous. The ABN AMRO contract, with a value to Merchants of some \$US100-million over seven years, required the technical



Between January and April 2008, the TSYS Managed Services EMEA business doubled in size – recruiting more than 500 people in that period – as new operations in Milton Keynes, UK, and Johannesburg, South Africa went live. This upscaling was partly driven by another large contract to process disputed card transactions for North American customers of the TSYS business.

The joint venture has ambitious expansion plans. Apart from ongoing rapid expansion in Europe and the Middle East, the business's prime target areas include Asia and the Far East, with China in particular being seen as a fundamental cog in the global strategy for

“The joint venture has strengthened TSYS’ ability to deliver high-quality managed services in Europe and the broader region. Because of their excellent reputation and dedication to quality, Merchants is proving to be the ideal partner to join our global strategy of offering ‘best-shoring’ and ‘right-shoring’ choices to our clients.”

David Figgat, group executive for managed services, TSYS

deployment of a contact centre in the Netherlands by February 2005 – a period of 12 weeks in which to deploy a working contact centre. For most service providers, this would be well-nigh impossible – but Merchants found premises in Barneveld, got 190 agents in place, organized all data links, had specialists from all over Europe come in to create the contact centre solution, created the operating model and put a management team in place.

In March 2005 the new contact centre went live, handling the migration of approximately 1.25 million customers across the Netherlands. Realising that the European market place offered huge potential for managed services within core card processing contracts, with TSYS providing the data processing expertise and Merchants providing the contact centre expertise, the groundwork was laid for the joint venture.

2007 saw a couple of significant wins for the young business. In August 2007, TSYS announced a seven and a half year contract with Nationwide, the biggest building society in Europe, incorporating a fully integrated managed service offering. To fulfil this contract, the joint venture built a 300-seat contact centre site in England's Midlands that went live in March 2008. The centre was designed and constructed around Dimension Data's technology solutions.

the joint venture and both parent organisations.

Value Derived

“TSYS quickly recognised the benefit of working with the Dimension Data group,” recalls Adam Foster, managing director for the Merchants TSYS business unit. “Merchants’ reputation in the specialist design and management of contact centres, combined with the broader global network of Dimension Data’s contact centre technology expertise, provided TSYS with a one-stop contact centre solution both at a local and global level.”