

▶ Total System Services®, Inc.

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—RICKY CASSELL, DIRECTOR OF FINANCE IT, TSYS



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► comply with various regulatory and security requirements.

Business Issues

Total System Services, Inc. (TSYS®), a U.S.-based world leader in payment services, needed a financial management solution that could help it cost-effectively meet compliance requirements of the Sarbanes-Oxley legislation as well as support the need for ongoing business process and employee productivity improvements. The solution needed to effectively leverage the processing capabilities of the IBM mainframe technology already installed at TSYS.

TSYS chose to implement SSA Financial Management (FM) to take the company's financial management capabilities to a new level.

The Company

TSYS is one of the world's largest companies for outsourced payment services, offering a broad range of issuer and acquirer processing technologies that support consumer finance, credit, debit and prepaid services for financial institutions and retail companies in North America, Europe and Asia-Pacific. For more than 20 years, TSYS has delivered advanced technology and enhanced value to many of the world's leading companies, making it possible for hundreds of millions of consumers to use their credit, debit, commercial, private-label, prepaid, and chip cards safely and securely.

Based in Columbus, GA, TSYS (NYSE: TSS) is closely held by Synovus Financial Corp. (NYSE: SNV). TSYS has 6,700 employees.

company -----	Total Systems Services, Inc.
solution -----	SSA Financial Management
platform -----	IBM®
database -----	DB2®
industry -----	Business Services
customer revenue -----	USD \$1B
employees -----	6700
country -----	USA

What's Critical

For TSYS, it was critical that any upgrade to its financial management solution provide a broad range of new capabilities, including specific functionality for complying with requirements of Sarbanes-Oxley. Technology innovation is one of TSYS' competitive differentiators so it was important to have advanced capabilities in core financial management requirements such as general ledger, accounts payable, fixed assets, purchasing and inventory management.

The solution also had to enhance employee productivity and leverage the company's existing IBM mainframe infrastructure.

Payment services is a fast-changing, competitive business with industry leaders handling millions of transactions daily at very low unit costs. Because of this, TSYS needed a software partner whose solution was very price competitive.

The solution provider also needed to be flexible and willing to adapt its solutions to help TSYS address requirements specific to the credit card industry. These included a need for high levels of security for access to their systems and data.

Finding the Right Solution

As part of the financial management upgrade process, senior management at TSYS asked users to identify the new functionality they considered important for helping them to become more productive and make the company more competitive.

“Of the 90 functions our employees identified as critical to our new financial management solution, SSA FM already addressed 82. It was very impressive,” says Ricky Cassell, Director of Finance IT at TSYS. “The decision to implement SSA FM as our financial management upgrade was easy.”

Cassell notes that SSA Global also was willing to listen to TSYS' specific requirements and modify the solution to include new functionality. He cites the password-aging requirements of the Sarbanes-Oxley law as a prime example of SSA Global's willingness to collaborate with its customers. “Our policy is that passwords have to periodically expire and consist of combinations of characters,” he explains. “SSA Global listened to our requirements and responded with improvements to SSA FM that helped us comply with the Sarbanes-Oxley law. This was a big plus for us.”

“SSA FM is making our users happy because they can do their jobs better and more quickly.”

—RICKY CASSELL, DIRECTOR OF FINANCE IT, TSYS

► build a strong financial foundation.

Pricing of the SSA FM solution also was attractive to TSYS. “With some companies, you have to pay based on the overall processing power of your infrastructure,” he says. “But SSA Global is more customer-oriented in its pricing, basing it only on concurrent users. Without this approach to pricing we would have had to pay a lot more for the same capabilities.” Cassell adds that some competitors also would have expected TSYS to pay for hundreds of functions they would never use, an approach that would have cost his company millions more than the SSA Global solution.

“I think this explains part of the reason why SSA Global is rapidly gaining ground on the competition,” Cassell says. “The company is becoming a major player in accounting software.”

Implementing Fast

Cassell credits SSA Global with helping to make the implementation of SSA FM smooth. “In the scheme of things, the implementation went very well,” he says. “Within two weeks we were up and running with no bugs.”

The TSYS implementation team also describes the SSA Global help desk as being very responsive to issues that arose during the cut over to the new solution.

Making it Pay

TSYS has been quick to derive business benefit from the new functionality in SSA FM. A key benefit, according to Cassell, is the ability of SSA FM to directly link to the IBM mainframes TSYS uses to support its high-demand computing requirements. “It’s a big plus that SSA FM easily enables us to use our IBM mainframes for financial management transaction processing.”

Cassell continues, “This gives us the business controls we need to run our business and, equally important, meet the requirements of the Sarbanes-Oxley act.” Cassell notes that there is a significant financial advantage, too, because the linkage between SSA FM and the IBM mainframe enables TSYS to avoid making a significant investment in the hardware and many IT support areas dedicated to run its financial management solution.

In addition to meeting the strategic requirements of senior management, SSA FM is popular with employees who depend on the system. “SSA FM is making our users happy because they can do their jobs better and more quickly,” Cassell says, who attributes this benefit to both the usability of the product and the new functionality.

Because SSA FM is web-enabled and has a visual, easy to use interface, our employees are responding positively, Cassell says.

“They also like the versatility of the solution, including the greater ability to do ad hoc reporting and the easy way the SmartLink module enables users to upload journal entries directly from spreadsheet programs to the general ledger.”

Forward Faster™ - Into the Future

Over the next 18 months, TSYS will be looking at adding new financial management functionality in job costing, project accounting and accounts receivables, according to Cassell. The company is also evaluating SSA Warehouse Management (WMS). “We’re the largest credit card processing company and have a need for sophisticated warehouse management software to help us manage client inventories for the hundreds of millions of credit cards and supporting inventories that we have to maintain.”

“TSYS is also looking at SSA Corporate Performance Management (CPM) to leverage the pre-defined data marts and other functionality that will help us further leverage the capabilities in SSA FM,” Cassell says.

about SSA Global

SSA Global is a leading provider of extended ERP solutions for manufacturing, distribution, retail, services and public organizations worldwide. In addition to core ERP applications, SSA Global offers a full range of integrated extension solutions including corporate performance management, customer relationship management, product lifecycle management, supply chain management and supplier relationship management. Headquartered in Chicago, SSA Global has 63 locations worldwide and its product offerings are used by approximately 13,000 active customers in over 90 countries. For additional information, visit the SSA Global web site at www.ssaglobal.com.



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