

Leading credit card provider replaces IVR system 85% faster with OpenLegacy



FINANCE | IBM MAINFRAME | CALL CENTER



“The IVR system is the lifeblood of our organization and must never go down. The APIs generated by the OpenLegacy platform are a key component for supporting our IVR system.”

Shai Vardi, CIO, Isracard

Isracard is an Israeli leader in credit cards, electronic payments, and payment services. They issue credit cards to individuals and business owners, and are the primary issuer of club credit cards, with close to a third of the Israel population using one of its cards.

Isracard is a technological leader, offering several breakthrough credit card technologies—like payment directly through the fuel pump for company car fleets, a credit card combined with an international calling card, and a single-purpose card allowing purchases only in several chain stores.

Despite being technologically advanced in other ways, Isracard needed assistance with development of an Interactive Voice Recognition (IVR) system to accept and route their customer support calls.

The Challenge

When Isracard's IVR system was no longer supported, they chose to replace it with the Genesys system, which also offered more features. However their customer data was on an IBM mainframe, so they needed integration between the two systems.

About OpenLegacy

OpenLegacy accelerates delivery of innovative digital services from legacy systems in days or weeks versus months. Our microservices-based API integration and management software reduces manual effort by automating API creation, simplifies the process by avoiding layers of complexity, and improves staff efficiency and API performance. Our software directly accesses and extends business logic to web, mobile or cloud innovations in the form of Java objects, REST APIs or SOAP. Most importantly, this process is not only fast, easy and secure, but also does not require special staff skills or changes to existing systems or architecture. Together, business and IT teams can quickly, easily and securely meet consumer, partner or employee demands for digital services without altering or replacing core systems. Learn why leading companies choose OpenLegacy at www.openlegacy.com.

The Solution

A system integrator quoted 3 developers each spending 2.5 years to complete the integration. That quote exceeded what IsraCard had budgeted and they needed the IVR system up and running quicker. Instead they used the OpenLegacy platform and the development took 1 person, 6 months.

The OpenLegacy results exceed their expectations both in integration cost and timeframe. Additionally, the application handles 1.5 transactions per second, which easily meets their needs.

The Results

- **Much shorter integration time with OpenLegacy:** OpenLegacy got Isracard up and running with their new IVR system in 1/15 the FTE. This saved time, money, and aggravation of using an unsupported system for longer than was necessary.
- **Isracard got the features they want with the speed they need:** Genesys has all the functionality Isracard needs and now with the OpenLegacy integration it works with their backend and handles their call volume without any problems. This is a win-win because Isracard gets a modern IVR system with the support of the on-premise system that they still use.