At 18North, Pune, we see ourselves to be a trusted, valued, conscious and sustainable *digital services partner* in the select service areas and the domains.

18North

Service Transition – Remittance App Portfolio

18North Systems Pvt. Ltd

Service Transition – Remittance App Portfolio

CUSTOMER ORGANIZATION

Customer is a digital payment services company with its Service and Customer portfolio catering to all the stakeholders in the payment processing cycle i.e. Institutions, Merchants and Consumers. Customer has third largest market share in Indian payments gateway market.

REQUIREMENTS

Cross border Remittance Products are Customer's flagship products with 24 operating corridors across North America, United Kingdom, Europe, Middle East, and Asia Pacific. The objective was to manage the portfolio of mobile channels i.e. Apps and Mobile Websites by taking transition from the existing vendor and run it through Application Management Engagement and Improved Service Efficiency Two channels – Mobile Site (PHP) and Mobile Apps (Titanium Appcelerator)
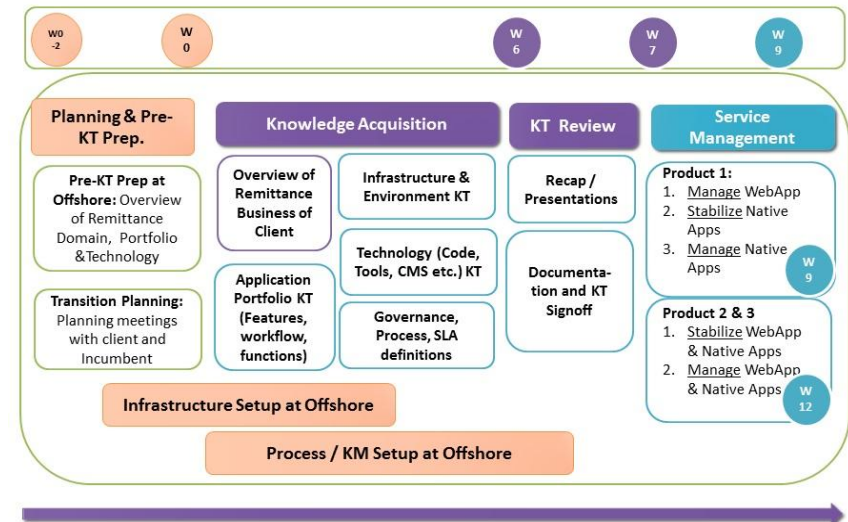
TRANSITION METHODOLOGY

We proposed and plan to achieve the Knowledge Acquisition in 7 to 9 weeks and start the Application Management within period of 9 to 10 weeks from the start of the Knowledge Transition with following sequence of phases Planning and Pre-KT Setup: To fully plan the KT to its finest details and make team aware of the domain, technology and application portfolio. Knowledge Acquisition: For better control, divided into logical chunks. KT review: To enhance the confidence of the client in the quality of KT and signoff of KT deliverables Service Management: In phases, Stabilize and Manage the Portfolios.

SALIENT FEATURES

1. Knowledge Transfer (KT): Team of Tech Lead, Domain Expert, and Senior Developer for on-shore KT sessions. The entire Knowledge Transfer from Client and Previous vendor was done within a week's time. Managed Capacity Engagement Model was opted.
2. KT Review: Documented Client's end-to-end Remittance Engine and Remittance Product. This helped the Client in baselining their documents. Following topics were considered in KT review documentation: Client Remittance Business | Client Remittance Products | Stakeholder's – Business and IT and Expectations | Remittance Product Portfolio: Functional Scope and Comparative Analysis | Application Portfolio – Current Status | Remittance Engine | Transaction Flow | Flagship Product – End-to-End Work Flow | Infrastructure, Environment and Licenses | Production Support Process
3. Baselining: **Topics of Analysis:** The Analysis is classified into Manual Source Code Analysis | API Calls and Performance | Web Services and DB connectivity | Automated Code Complexity Analysis, **Types**: The findings and recommendations are classified into: Types - Maintainability, Hygiene, Performance, Transformational and Optimization, Duration - Immediate, Mid Term, Long Term, **Pattern**: A Collective analysis of these findings led to a pattern with respect to goals and duration