

## FIS QUICKLY CUSTOMIZES AND UPGRADES APPLICATIONS FOR CUSTOMERS WITH SPRING WEB FLOW

FIS, headquartered in Jacksonville, Florida, delivers banking and payments technologies to more than 14,000 financial institutions and businesses in more than 90 countries worldwide. FIS provides financial institution core processing, and card issuer and transaction processing services. The company maintains processing and technology relationships with 40 of the top 50 global banks, including 9 of the top 10. FIS has been ranked the number one overall financial technology provider in the world by The American Banker newspaper and the Financial Insights “FinTech 100” rankings.

### CHALLENGE

FIS develops Profile Direct, a suite of front-end applications that augment the company’s flagship banking engine, Profile. The applications allow customer service reps and other personnel at FIS client banks, as well as bank customers, to utilize functionality via the web. Prior to using Spring Web Flow, all FIS web applications were Apache Struts based.

“The biggest problem we faced with Struts was customizing our client’s websites,” explains Neeraj Vir, Programming Manager in the Global Software Services Department at FIS. “Every bank has a different vision of the customer experience, also each one of our customers requires different steps in the acquisition process. Before we started using Spring Web Flow, it took us a fair bit of time to customize these applications for clients because of the complexity of making changes in Struts.”

In addition to the web applications, FIS also offers a rich client platform (RCP) application. The problem was that both the core code and customized components were tangled together in the application – the customization could not be separated out – making the implementation process and maintenance very difficult.

FIS needed a more flexible development platform that would support rapid and efficient customization for their customer base, which comprises many of the world’s top banks.

### SOLUTION

FIS now uses Spring Web Flow to complement the Struts framework to develop all web applications and the Eclipse RCP application, as well as any customizations to the product offering. Spring Web Flow is a Spring MVC extension that provides orchestration infrastructure for building and running rich interactive applications.



### SPRINGSOURCE RESULTS

Spring Web Flow delivers the following business results to FIS:

- Faster Time to Market – cut by 30%
- Reduced Development Time – down by 15%.
- Time Saved on Customer Upgrades – reduced by 20%
- Focus on Business Objectives
- Increased Customer Satisfaction
- New Customer Wins
- Rapid Developer Ramp Up

“With Web Flow, we are now able to change the flows much faster, cutting down on our implementation time by 30%. That helps banks launch their websites much faster with our software, making our product more attractive to customers.”

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### BENEFITS

Spring Web Flow delivers the following business results to FIS:

#### Faster Time to Market

"With Spring Web Flow, we are now able to change the flows much faster, cutting down on our implementation time by 30%," says Vir. "That helps banks launch their websites much faster with our software, making our product more attractive to customers."

Before using Spring Web Flow, FIS would give customers a front-end implementation timeframe of 6-8 months. With Spring Web Flow, FIS can complete it in 4-6 months.

#### Reduced Development Time

In addition to faster customization, Spring Web Flow increases the productivity of FIS developers on general development, saving as much as 15% of development time simply because Spring Web Flow provides the underlying architecture that FIS does not have to develop, test, debug or maintain.

#### Time Saved on Customer Upgrades

Spring Web Flow also saves FIS time on upgrading customers with new functionality. The RCP applications built with Spring Web Flow keep customizations separate from the core code, enabling FIS to more easily upgrade customers with the latest features.

"Spring Web Flow saves us up to 20% of time on a customer upgrade," Vir explains. "In addition, we can give our customers a cleaner upgrade path, and this helps us give them new functionality we are developing in our core with minimal charges in a substantially shorter timeframe."

#### Focus on Business Objectives

"Spring Web Flow's dependency injection helps us build different scenarios into the application easily because we don't have to worry about what's under the hood," says Vir. "We can focus more on the business side of our applications."

#### Increased Customer Satisfaction

With Spring Web Flow, FIS has more flexibility to offer customers more customization options and more functionality, as well as faster implementation and upgrades, consequently increasing customer satisfaction. "We have always been open to customizing the product because we know that's what the banks want," says Vir, "but prior to Spring Web Flow, it would take us a lot longer to do it. Now Spring Web Flow gives us more confidence to tell customers we can accomplish whatever changes they need with minimal effort."

#### New Customer Wins

"When we cut down implementation time with Spring Web Flow, it helps us win new customers," Vir confirms. "Each bank has a specific timeframe during which they must open a bank, usually from 6 months to a year, otherwise the charter expires. It is very important that they have all their systems up and running during this period. So it is very attractive to new customers when we say we can achieve implementation of the system in 4 months with Spring Web Flow."

#### Rapid Developer Ramp Up

Spring Web Flow greatly increases new developer ramp up for a large and successful company like FIS, especially compared with Struts which can be very difficult to learn. "Spring has a vibrant community offering a lot of content on the Internet," Vir concludes. "A technology like Spring that has become mainstream helps us because new developers either know it prior to joining FIS or they can easily research forums and tutorials available online, so we don't have to worry about that aspect."

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