

Application Modernization



Re-engineering Your Dispute Management Application on the Cloud

Future of Dispute Management Applications

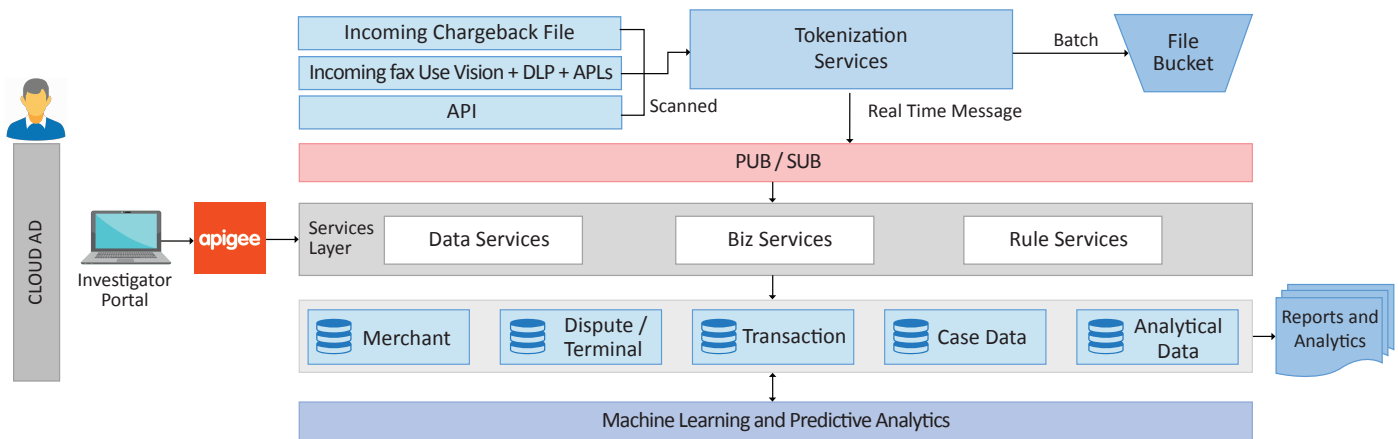
In the Payments industry, there is a drive to leverage cutting-edge technology to deliver improved customer experiences as a competitive advantage. Card issuers, acquirers and networks face growing competition and cannot afford to be hampered by challenges of legacy Dispute Management applications. These mission critical applications are often inflexible, expensive, unable to scale to handle heavy traffic volume, and have tedious release and deployment processes.

Based on our experience working with Fortune 500 Payments companies, Bitwise developed a workflow orchestration platform that can be re-used to modernize any Dispute Management applications in the cloud. Our solution for re-engineering Dispute Management Applications supports the organization's immediate needs for business growth, speed to market, increased scalability and ROI.

By re-engineering in the cloud, our solution helps to meet the demands of the current and future merchant base while leveraging the latest technology – APIs, Artificial Intelligence, Cognitive Services, Machine Learning, etc. – which are readily available with the leading cloud providers. Because our solution is cloud agnostic, there is no vendor lock-in, allowing for easy portability between different cloud service providers or operating in multi-cloud environments.

Solution Architecture and Design Principles

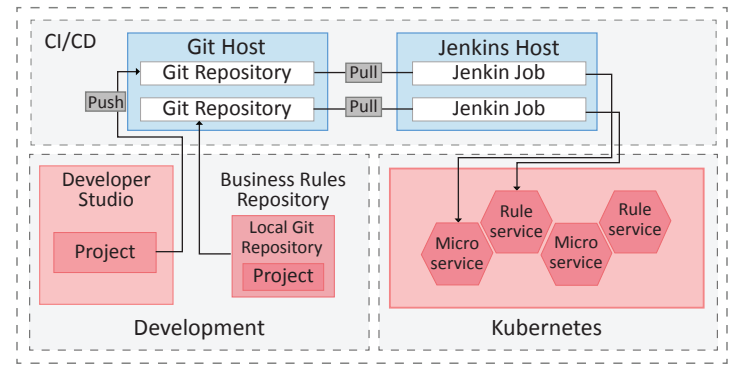
Using our proven methodology and best practices, our cloud experts decompose monolithic Dispute Management applications into microservices and re-engineer the applications in cloud native and open source tools with Agile methodologies.



Bitwise uses the following Solution Design Principles to re-engineer legacy Dispute Management applications in the cloud.

- Leverage microservices, decouple base architecture and cloud services coupled with our domain expertise to build a configurable, maintainable and omni-channel solution.
- API based communication to constantly evolving Card Schemes via RTSI and batch processing.
- Utilize Pub/Sub for message queuing.
- Leverage Agile Methodology for Development, QA, Artifacts and Operations to gather early feedback and produce quality deliverables.
- The architecture supports CDE and non-CDE aspects of the domain with help of Hybrid cloud solution.
- Every service / communication routes through gateways using no-trust mechanism to provide required security with each invocation.
- Focus on various abstraction layers to make the business layer cloud agnostic and suit cloud provider support with minimum changes to business layer.
- Leverage polyglot persistence database for data storage.
- Cloud agnostic design to suite cloud provider of choice.
- Cloud Native PCI-DSS compliant solutions.

- Use AI-ML to improve automated case resolution, enhanced Letter Generation services and Inherit next-gen automation tools for Rules engine to reduce operational costs.
- Build microservice based Rule Engine with full automation deployment.
- Enable Github, Jenkins and Spinnaker to implement CI-CD DevOps pipelines.



Key Benefits of Bitwise Solution

- Bitwise helps to modernize applications while still using design principles to construct applications to be cloud platform agnostic as far as possible, thereby avoiding potential vendor lock-in.
- Agility and lower TCO.
- Seamless and hassle-free application re-engineering.
- Shorten release cycles. We use our expertise and experience to create enterprise pipelines and establish best practices for CI/CD.
- Our CI/CD pipelines will enable collection of test evidence to meet audit requirements if needed.
- Build innovative apps that take advantage of advancements in artificial intelligence (AI), blockchain, and Internet of Things (IoT).
- Post deployment DevOps support: We care not only about delivering business capabilities to production, but also supporting them as and when issues arise and making sure best practices for DevOps are followed in maintaining the applications.

Why Partner with Bitwise

- Modernization is a moving target - technology landscape is constantly changing with continuous innovation from Industry participants. Bitwise Cloud Center of Excellence consistently focuses on researching emerging technologies and practices so that our clients can leverage the latest and most reliable technologies when modernizing their applications.
- Bitwise has extensive expertise building applications using GCP, AWS and Azure.
- Extensive expertise with cloud native technology stack, create custom autoconfigure / automation components as required to accelerate application modernization as per your enterprise needs.
- We are partnered with the leading cloud providers to ensure highest quality deployments.

Map your future in the cloud

Call us at **847.969.1500** or email sales@bitwiseglobal.com

About Bitwise

Bitwise delivers technology solutions that leverage data to enable business insights. By deploying our breakthrough technology innovations, we help our global clients maximize their competitive advantage. We are the industry's most experienced and dedicated team of data professionals, focusing on Data Warehousing, Business Intelligence, Analytics, Big Data, Cloud Computing, QA Testing and Web/Mobile Application Development. We optimize value for our clients through our global-delivery model and with our proprietary technology tools that reduce the time, complexity, and cost of data initiatives. Together, our people and technology provide the insights clients need to continue to lead their fields. Bitwise is headquartered in Chicago, USA with office London, UK and delivery centers in Pune, India.

✉ sales@bitwiseglobal.com
☎ (847) 969- 1500

www.bitwiseglobal.com
USA | UK | India