DATA **INTENSITY**

global payments

Industry
Financial Technology Services

About the Customer

Global Payments provides financial technology services globally, and partners with providers to deliver highly competitive e-commerce and omnichannel solutions in a global economy. Their strategy has created a differentiated model in the payments technology landscape, reinforcing their view that not all payments companies are created equal.

Global Payments' mission is to dominate the payment industry coupled with their cloud-first strategy, which allowed them to implement a variety of best in class Cloud systems for various enterprise functions. Global payments, headquartered in Atlanta, GA was founded in 2000, but it was formerly called National Data Corporation (NDC), founded in 1967.

Customer Challenges

Today's digital economy requires companies to rapidly adapt to changes in how their products and services fit demands in their markets. As such, organizations are turning to omnichannel strategies using complex IoT technologies to power their customer experiences.

However, the biggest challenges most are confronting are related to slower time-to-benefit, implementation complexity, run-on costs, and on-going maintenance. Global Payments provides innovative credit card payment solutions for over 2.5 million businesses around the globe to help simplify their operations and provide customer-friendly payment experiences anywhere, anytime, and in any form they choose.

Global Payments has a very diverse set of applications and systems. Connecting those systems was a requirement for the business needs but a challenge for their IT team. Global Payments was facing multiple challenges related to the integration of its critical business systems:

ORACLE ARCS (EPM CLOUD) INTEGRATION WITH ORACLE ERP CLOUD

- No Out of the Box Integration for Sub-Ledger Data
- Manual Exchange of Data Between the Systems
- Human Errors and Delayed Reconciliation
- 50X Errors

SALESFORCE Q2O INTEGRATION WITH ORACLE SCM CLOUD

- Multiple Salesforce Instances Needed to be Integrated Across Different Lines of Business
- Extremely Large Volumes for Master and Transaction Data
- Reduce/Eliminate Integration Noise (Unnecessary Record Updates)

ORACLE WORKDAY INTEGRATION

- Limitations and RBAC Concerns in Using Out of the Box Adapter
- Complex HDL Layouts

1. Salesforce
Integrates to merge Q2O flow in Salesforce with O2C flow in Oracle ERP; syncs Customers, Items, Prices lists & Sales Orders between the systems.

10. Kyriba Payment Factory
Integrates with Kyriba Payment factory for centralized payments and increased visibility into outgoing cash flows while minimizing their exposure to fraud through powerful workflow capabilities.

2. SAP Ariba
Integrates P2P/S2P flows in Ariba with R2R flow in Oracle ERP; syncs Suppliers, GL accounts, Employees, PO's and Payments between the systems.

9. Tensoft RCM
Integration of Oracle AR For contracts management, revenue recognition and subscription billing.
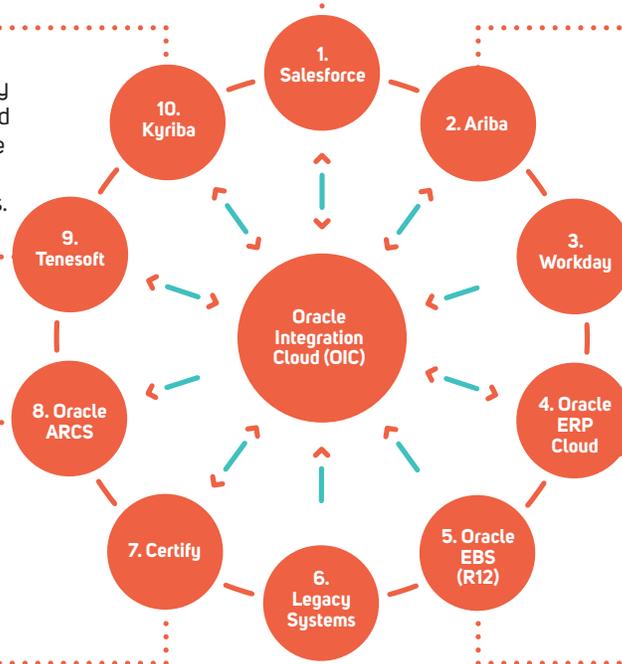
3. Workday
Integrates workforce information in Workday with Oracle HCM to support employee structures across other Oracle application modules.

8. Oracle EPM ARCS
Integrate Transactions across systems into Oracle ARCS for matching and reconciliation purposes.

4. Oracle ERP Cloud
Integrates one single enterprise-wide accounting platform with other application systems.

7. Certify T&E
Integrates enterprise's Travel & Expenses Oracle Account's Payable process.

6. Homegrown Systems
Integrates billing information (receivables activity) from various front-ending homegrown applications into Oracle ERP Cloud.

5. Oracle EBS R12 (on prem)
Integrates legacy EBS platform that houses custom business critical backend applications – Settlement and various billing applications.

Diagram nodes: 1. Salesforce, 2. Ariba, 3. Workday, 4. Oracle ERP Cloud, 5. Oracle EBS (R12), 6. Legacy Systems, 7. Certify, 8. Oracle ARCS, 9. Tenesoft, 10. Kyriba — Oracle Integration Cloud (OIC)

Data Intensity Solutions

As a trusted Managed Services Provider; Data Intensity leveraged Oracle's unique Integration capabilities by eliminating the barriers between business applications through a combination of machine learning, embedded best-practice guidance, prebuilt integration, and process automation. Data Intensity's deep Oracle application expertise enabled Global Payments to deliver new business services faster.

Data Intensity played a key role in implementing the various Oracle Cloud suite of products, including Oracle Integration Cloud (OIC). Leveraging multiple application and technology adapters, Data Intensity accelerated the implementation, offering tighter integrations realizing visibility of data across the systems in a seamless way.

Using OIC to integrate the systems removed manual intervention and Global Payments was able to leverage OIC Salesforce adapter and extend it to handle peak loads by piggy-backing on Oracle DBCS and subscribing messages to OIC message queues.

Regarding the Oracle Workday integration, Global Payments was able to adopt a file-based integration approach, and leverage advanced OIC transformation capabilities for transforming data into HDL formats.

"Global Payments' Cloud First strategy allowed us to embark and embrace best in class Cloud applications for various enterprise functions. Data Intensity with their immense Oracle implementation experience has been our strategic partner since 2011, bringing in both value and quality and in laying our future application roadmap. They have played a quintessential role in realizing our cloud goals by implementing various Oracle Cloud suite of products and by integrating them with our other cloud applications viz. Salesforce, Workday, SAP Ariba, etc., and our homegrown systems using Oracle Integration Cloud."

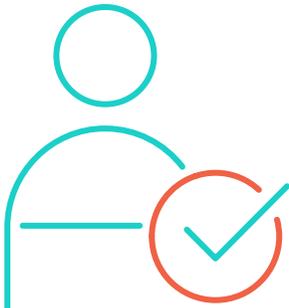Shelley Plomske
SVP Monetary Systems
Global Payments

Benefits

After the multiple system integrations that Data Intensity performed, Global Payments was able to accelerate the month-end cycles with significantly less errors, allowing better data accessibility, visibility and coordination between the team to focus on other strategic projects.

ORACLE ARCS (EPM CLOUD) INTEGRATION WITH ORACLE ERP CLOUD

- Accelerated Month-End Close Cycles
- Significantly Fewer Errors and Timely Reconciliation
- Allowed Accountants to Focus on more Valued-Added Strategic Projects

SALESFORCE Q2O INTEGRATION WITH ORACLE SCM CLOUD

- Faster and Reliable Integration Flows
- Better Error Tolerance and Retry Capabilities
- Allowed Best in Class Cloud Systems to Seamlessly Integrate for Visibility of Data

ORACLE WORKDAY INTEGRATION

- Replication of Employee Hierarchies for Downstream Accounting Application
- Sync of User Accounts for Integrating with Enterprise's SSO

The Data Intensity Difference

As an automation solutions provider, Data Intensity has a track record of delivering continuous improvements to client processes and optimizing system performance through innovative engineering with numerous integration disciplines in a variety of applications. Our depth of experience in specifying, designing, and implementing automation systems for a wide variety of industries enables us to provide leadership and technical support for all phases of your project – from conception through startup.

Data Intensity's Automation as-a-Service helped Global Payments increase and scaled their automation footprint with a flexible, consumption-based, SaaS-like delivery model. Data Intensity provided unmatched capabilities with comprehensive consulting services that helped the customer automate and optimize their operations and set a solid foundation for their cloud journey.