OpenLegacy
Digital to the Core

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

Finance | IBM Mainframe | Call Center

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.

The Challenge

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.

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.

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.

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> *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.*
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> **Shai Vardi, CIO, Isracard**

The Result

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.

About OpenLegacy

OpenLegacy's Digital-Driven Integration enables organizations with legacy systems to release new digital services faster and easier than ever before. Connecting directly to even the most complex core systems, OpenLegacy automatically generates the digital-ready components needed to integrate legacy assets into exciting new innovations. With OpenLegacy, industry-leading companies release new apps, features, and updates while spending a fraction of the time and resources, so they quickly and easily become digital to the core.