

CyberSource Professional Services



Experienced Payment Consulting and Integration to Help You Streamline and Optimize Payment Operations

Market Proven Expertise:

- Payment Systems Planning & Integration
- Reconciliation Management & Automation
- Payment Systems Centralization

We're payment specialists—it's all we do. As a result, our staff of project managers, solution architects, and business analysts offer you an unparalleled level of payment knowledge and expertise—from solution design through coding and deployment. Better yet, we understand the nuance of payment applications within your specific industry, including Retail, Digital Goods and Communities, Travel, Insurance, Telecom, and Education. Use our expert staff to lead an entire project or supplement the skills of your in-house or contracted development team.

PAYMENT CONSULTING SPECIALISTS

Trusted partner to Internet 500 companies and other leading brands.



Awarded
Business
Partner
of the Year

CyberSource®
the power of payment

Payment System Planning & Integration Services

Enterprise Payment System Planning

Consulting services to develop a strategic roadmap for your payment systems and actionable, tactical plans for implementation.

Payment Services Integration

Services to integrate payment and payment related services with legacy Web, Commerce, CRM, ERP, IVR, kiosk, POS systems and transaction servers. Includes integration of commercial gateways, payment software, and custom processing connections.

Custom Middleware Development

Design and implementation of middleware to facilitate IP-based services interaction with legacy systems, especially those used for order, payment and policy administration.

Account Updater Services for Recurring Payments

CyberSource Professional Services delivers solutions to integrate account updater services with your recurring billing/subscription billing systems to automatically maintain integrity of account and expiration data.



Reconciliation Management & Automation



Automated Reconciliation

Design and deployment of systems to integrate your order systems with financial and gateway reports to automatically reconcile orders, deposits, fees and chargebacks. Includes administrator interfaces and integration with internal systems.

Automated Electronic Check Return Processing

Design and deployment of systems to automatically reconcile cleared checks and returns. Automatically re-present returned checks.

Automated Chargeback Management

Automatically match chargebacks to pending receivables and pull relevant order data to streamline chargeback dispute management and accounting.

Payment Security Systems Design & Integration



Payment Security Solution Design

CyberSource consultants will design a payment security architecture for your organization, enabling you to reduce your PCI DSS scope and limit exposure to toxic payment data.

Payment Tokenization/Remote Data Storage Integration

Our experienced staff will implement payment tokenization services with secure storage of payment data in CyberSource PCI DSS certified datacenters.

Hosted Payment Acceptance Integration

CyberSource specialists integrate hosted payment acceptance services (using hosted fields or fully hosted order page) to help eliminate contact with toxic payment data during capture and transmission of account information.

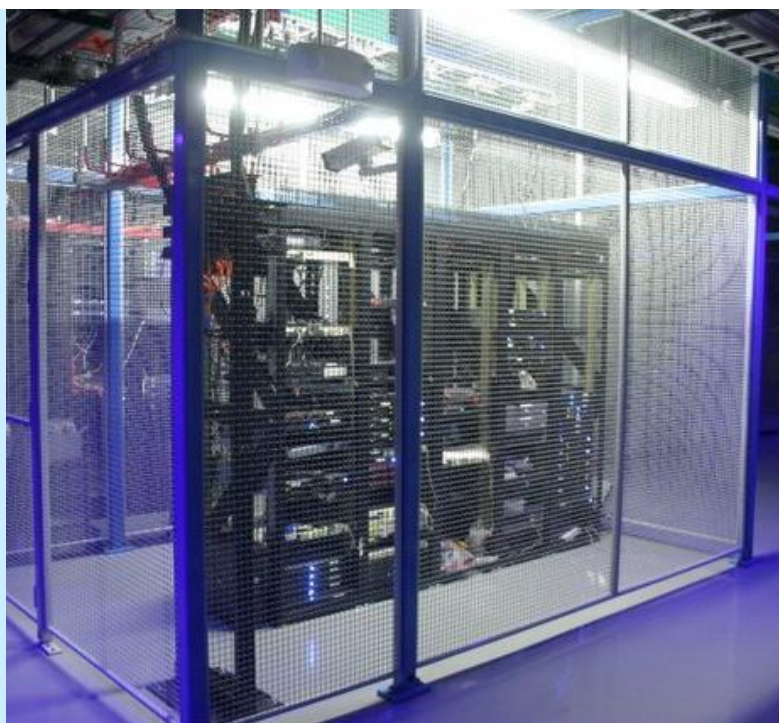
“Absolutely one of the best decisions I’ve ever made. CyberSource managed everything and delivered results that made me a hero.”

Payment System Centralization

System Centralization

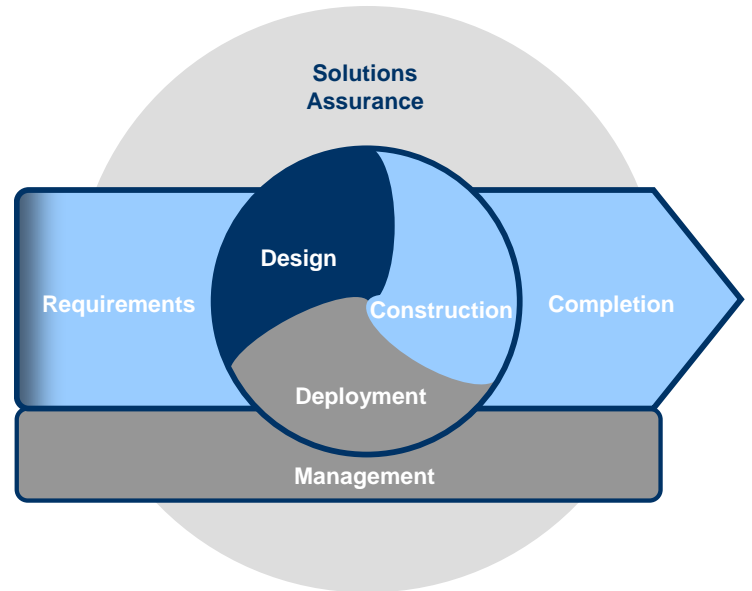
CyberSource consultants will design and implement a systems architecture to centralize your payment systems across multiple channels and geographies.

Consolidation reduces PCI DSS scope, streamlines management and reporting, and makes cross-channel commerce easier.



The CyberSource Professional Services Solution Method

The CyberSource Professional Services Solution Method is our flexible and reliable methodology for managing your project. The method includes five key phases—underpinned by end-to-end project management. Risk is mitigated and quality assured via our exclusive Solutions Assurance process.



1. Solution Requirements

The Solution Requirements phase is meant to define business requirements and constraints in a time-effective manner. Requirements are identified by meeting with stakeholders from the involved departments and business units. The Requirements Document and a non-functioning UI prototype are the primary deliverables to be used in designing the solution.

2. Solution Design

The primary objective of this phase is to create and deliver a Functional Specification Document (FSD) that meets the objectives for the engagement. This phase concludes with a solution walkthrough and review of the requirements. Includes estimates necessary to complete deliverables associated with development, integration, testing, and knowledge transfer.

3. Solution Construction

This phase involves developing and unit testing of all components specified in the Functional Specification Document. The primary objective of this phase is the creation of the applications that are detailed in the FSD. These applications will be unit tested during this phase, and the FSD will be modified with any changes that are made to the initial design.

4. Solution Integration and Deployment

The primary objectives of this phase include the deployment of the applications, the end-to-end testing of these applications, and the integration of merchant accounts.

5. Solution Completion

The focus of this phase is the transfer of knowledge to support and IT personnel responsible for the management or use of the systems created. This transfer will include administrative and maintenance information, final user and system documentation, and all final deliverable materials.

Solutions Assurance Process

Our Solutions Assurance Process provides a rigorous set of reviews and controls to reduce project risk and ensure satisfaction through early identification and resolution of potential problems. Designed specifically for payment projects, the CyberSource Solutions Assurance process provides key controls throughout the solution lifecycle, including proposal development, resource management, delivery and milestone reviews.

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