



Sysnet Relies on Bright Pattern's Agile, Reliable Solution to Deliver PCI Compliant Solutions to Financial Institutions

Background

Sysnet is a global market leader for compliance and cybersecurity in the payment card industry. Sysnet helps large financial institutions improve security and reduce risk through market-leading software, end-to-end services, and best-in-class support.

Many financial institutions do business on a global scale and need to deal with an enormous amount of compliance and security challenges under PCI DSS. Sysnet provides software that simplifies this task and enables them to offer customer support to merchants.

Challenges

In 2017, Sysnet partnered with Bright Pattern to help create an end-to-end customer support service that financial institutions could brand as their own to help merchants with technical issues. This entailed supporting three call centers in Europe and the United States and ensuring seamless service for merchants 24/7.

Sysnet was also looking for a solution that would improve its uptime percentage and could cut training and onboarding costs. The company wanted a simplified user experience for agents that enabled them to offer the best customer support with minimum complexity.

Objectives



Enterprise functionality that can support international organizations



Fully compliant for credit card processing under PCI DSS regulations



100% cloud-based solution to support business continuity and remote agents



Contain costs while expanding call center functionality



Provide exceptional localized care for international merchants



100% uptime with reliable active-active cloud platform



Ensure speedy training and adoption of the solution for a diverse range of agents



Bright Pattern promised and delivered a seamless integration. They provide excellent customer service and are always available for a quick call.



Solution

Sysnet was already using a Bright Pattern solution resold through another vendor. Sysnet was extremely happy with the product. By going directly to Bright Pattern, Sysnet hoped to get the product it already loved plus vastly improved support.

The relationship started in June 2017 when both teams got together to plan the migration. The timeline was aggressive, but both sides committed generous project resources to ensure a seamless migration process. On the actual migration day, a call bridge was set up and the teams worked diligently together to overcome each challenge as it happened in real time. Sysnet was impressed by the Bright Pattern team's external relationships with carriers and other third-party entities that ensured the migration happened with minimal fuss.

"Sysnet is very risk-averse. Bright Pattern promised and delivered a seamless integration. The Bright Pattern team was extremely responsive, keeping us constantly updated on everything they were doing," said David Williamson, Strategy and Operations Manager at Sysnet.

Results

With a successful migration in the books, the Sysnet team started to look at uptime. Business continuity remains a primary focus for Sysnet.

Training and onboarding times have also been reduced. In addition, Sysnet is looking to roll out the Bright Pattern solution to cover a complete omnichannel experience for its customers, starting with web chat. Soon, Sysnet will have a consolidated Bright Pattern contact management solution for all its channels.



Dedicated partner and engineering team



Fastest deployment in the industry



Seamless migration from Zipwire to Bright Pattern



100% uptime and access to latest technology



Decrease in remote agent training time



Seamless integration to existing software



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