VisionPLUS to HPS PowerCard migration in UAE

Business Objectives

To successfully migrate Credit, Prepaid & Islamic credit cards portfolio from existing VisionPLUS card processor platform together with data held inhouse at T24 system to HPS PowerCARD platform.

The Challenges

Multiple challenges were encountered during the entire migration project. The following list provides a glimpse of those challenges:

▶ Inherent challenges posed by multiple sources of data, active card accounts from prior processor and 90 days past due, written-off accounts data from a different source system. During the time when the cards portfolio was growing, certain system changes were made like split limit implementation, these were posing threat to the data consistency while reconciling.

▶ There were challenges in understanding and setting up the desired parameters due to change in migration approach in UAT and PROD respectively.

▶ Change in migration strategy very close to the planned migration change was one of the biggest challenge. Instead of the cycle day cut-off it was decided to migrate on a non-cycle day.

Result

The end result was a successful migration where all the products (Standard, Gold, Platinum, Cartnet, Payday, Islamic Gold, Islamic Platinum) were successfully migrated to the new system with minimum errors.

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ABOUT
THE PROJECT

Our Client Institution was established as one of UAE's first "independent" finance companies. They started their operations in July 2004, and the principal activities included investments, consumer and commercial financing. Since inception, this finance company has made significant advancements to become a credible player in the UAE market.

This consumer finance arm contributes a significant portion to its total business. Under this vertical client issues a wide variety of cards which includes the Titanium (Cartnet), Platinum, Gold, Payday and Islamic cards. The entire cards portfolio was hosted in a processing platform on VisionPLUS system.

Being a niche player in the credit cards market, our client wanted to be one step ahead of its competitors by providing innovative and value-added solutions to its customers with a quick turnaround time. Unfortunately, the processing platform was not able to quickly scale up to the requirements of our client and the time taken to market for any new solution was also very high.

This prompted our client to evaluate options to migrate their cards portfolio to a new system which could provide them with lot of flexibility and quicker time to market. HPS PowerCard was chosen as the solution that could help our client to scale up their business and outrun their competitors. The PowerCard solution was hosted inhouse giving the business complete freedom to develop innovative solutions and serve their customer better.

Verinite performed the functional and migration testing for the project and also assisted our client to do the portfolio reconciliation during the production migration.

JOURNEY THROUGH THE PROJECT

Our Clients cards portfolio was hosted in the VisionPLUS processing environment. The portfolio was divided into two segments Islamic and non-Islamic. The non-Islamic portfolio had 5 different products – Standard, Gold, Platinum, Titanium (Cartnet) and Payday while the Islamic portfolio had 2 Tawarooq products. The non-performing accounts were marked as 'closed' on the Processing platform and then those were processed in-house on T24 system. The non-performing accounts included all accounts greater than 90 days of delinquency. The setup was such that once the account moves to the 90 days delinquency bucket it was not allowed to move back to active status without special approval.

The intended new product features were not readily available in the old processing platform and it required significant amount of time and effort for development. Also, since the prior was a processing platform catering to multiple banks it had its own restrictions for bringing in new changes which further increased the timeline for any new product launch. Hence the cards team was not able to fulfill its goal of bringing new and changed products within the desired timelines.

The business decided to move out of the processing platform to a modern card management platform which could provide them greater control over the product. They decided to evaluate some cards management systems and after the evaluation process the business selected HPS PowerCard. The system deployed internally had the potential to fulfill all their requirements. The system also had significant presence in the geography which was an added advantage.

The project was initiated and the Verinite team was engaged to perform the functional and migration testing of the HPS PowerCard system. The Verinite team has vast experience in both VisionPLUS & HPS PowerCard which were the source and target system in this case. This gave Verinite an edge.

While testing across multiple clients, Verinite has built a comprehensive repository of test scripts which could be readily used for such large sized projects. The team updated the repository with the changes related to Version 3 of PowerCard and did the planning for the project based on the requirements shared by the client. The Verinite project team was based out of Pune location from where the execution was performed. An onsite coordinator was also assigned to the project to coordinate between the offshore team, product vendor HPS and business teams. The onsite coordinator was also responsible for the migration testing which was performed from the onsite location.

Verinite was also engaged to manage the migration. For this Verinite deployed a migration expert to assist the business teams to plan the migration activities and assist them with the reconciliation of the portfolio on the migration day. As part of this activity Verinite team developed special scripts for performing the migration reconciliation which reduced the time for reconciliation from 6 hours to 1 hour. This helped business to identify the migration issues well in advance and take corrective actions on the accounts.

The project was successfully implemented in May 2018 and the entire cards portfolio including active and written-off accounts was migrated to HPS PowerCard with minimum issues.

THE SOLUTION

Migration Approach

Our Client decided to migrate the cards portfolio from VisionPLUS to PowerCard on a Cycle i.e. Statement Date before the start of Ramzan. The planning and testing was performed based on this assumption. However, just 2 weeks before the planned migration date, the incumbent card processor informed our client about a freeze period coinciding the proposed migration date. This meant the migration needed to be postponed by at least 2 weeks. The new date for migration was a non-cycling i.e. non-statement date which led to changes in the migration strategy after 80-90% testing was completed with the old strategy. Additionally, there were resource related challenges that were encountered because of different office working hours during the month of Ramzan.

Parameter Setup

The UAT was executed with a standard set of parameters as the system configuration; whereas the actual production parameter mapping between VisionPLUS and PowerCard happened just 2 weeks before the planned migration day. This resulted in additional round of testing to be carried out to ensure correctness of parameters and without any impact. Thus, testing team had to accommodate the changes at a very short notice in the last 2 weeks of testing to ensure the functionalities were working as per the VisionPLUS system.

Data

Cards data was maintained in two different systems – Active cards portfolio maintained in VisionPLUS system and T24 system holding data for 90 days past due & written-off cards. The business selected a big bang approach to migrate the data from both the systems. The reality was that the data stored in the T24 system was not consistent with the VisionPLUS system and some critical card related information (e.g. statement data) was not stored. During migration this caused major issues as some of the processing in PowerCard are based on the statement data. This was overcome by generating dummy statements in PowerCard based on the total closing balance of the accounts from T24 system.

Split Credit Limit

Our Client had issued a significant number of cards under split limit setup for primary and supplementary cards. Migration of split limit cards created additional challenges as the credit limits, balances, block codes and card statuses could not be reconciled during the initial rounds of migration testing because of data issues inherent to the setup. A data correction activity had to be scheduled before the actual migration to ensure that the correct data was migrated to the PowerCard system. Credit Bureau reporting encountered some challenges due to the split limit setup in the VisionPLUS system. The split accounts were reported as single entity in the old system but reported separately under the new setup.

MIGRATION DAY

The migration was planned for 12th May 2018. It was decided that all non-Islamic products would be migrated on a cycle day. The business performed the exercise to change the billing cycle of the accounts to 12th May one month prior to the migration day. The entire planning and testing was performed as per this assumption. However, 2 weeks prior to the actual migration, the business was informed by the processor that there was a mandatory freeze period which prohibits the planned migration activities as they cannot provide data during that period. The business had to reschedule the migration by two weeks. This impacted the migration process as the unbilled transactions and interest accrual had to be handled separately. The migration activities were re-tested to ensure that the issues were ironed out before the final migration.

KEY BENEFITS:

Verinite was able to showcase the following benefits to the client in this project:

- Verinite team's understanding of PowerCard system and ready availability of test repositories helped in reducing the planning effort by almost 40%

- Verinite team's quick footed approach helped business to test the entire migration activities within couple of weeks after the sudden change in schedule which resulted in additional changes to the migration process.

- Verinite team suggested business to move the reconciliation process from excel to database. Verinite team also created all the scripts for reconciliation and helped business to reduce the reconciliation time from 6 hours to 1 hour.

- Verinite team went out of the way to help business team setup and test the fraud rules.

CONCLUSION:

Verinite team's effort for the project was very much appreciated by the client. The following areas got highlighted during the execution of this project:

- The experience in PowerCard system and readily available test case repository created by Verinite, helped to bring down the UAT planning timelines by a great extent.

- The knowledge of VisionPLUS system along with HPS PowerCard, helped in fine tuning the migration process and assist the product vendor to handle unexpected scenarios

- The innovative approach for reconciliation helped to reduce the effort and timelines for the migration day activities and also improved the accuracy of reconciliation

- The extensive testing ensured that a clean system was deployed in production environment

IMPORTANT STATISTICS:

A total of 20 test plans and 1500+ test cases.

Testing for 13 critical interfaces

172 test cases were identified for migration testing

95%
First time right ratio of 95%.

Test case effectiveness of 91 %

A total of 231 defects were raised during the UAT.

Major chunk (84% of the issues) were either parameter issue or code bugs