

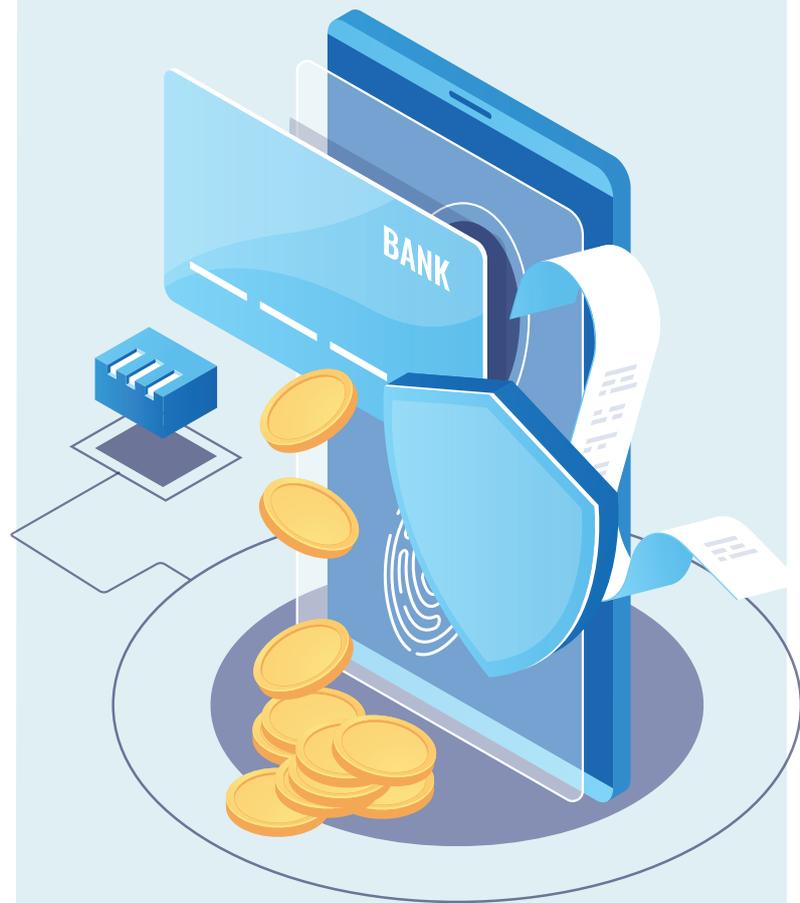
# CREDIT CARD IMPLEMENTATION

## PROJECT

Project Management services to supervise Credit Card Implementation for consumer finance company in Vietnam.

## CLIENT

Client is the Consumer Finance Division of Vietnam Prosperity Joint-Stock Commercial Bank. FE Credit intended to develop and implement a revolving credit card product on the new platform as a part of first phase.



verinite  
CASE STUDY

# OBJECTIVES

- To implement FirstVision card management system with modules supporting cards, revolving accounts, disputes, transactions management and authorization in FE Credit environment.
- MasterCard product implementation along with scheme certification. To set up all processes like settlement, reconciliation in connection with MasterCard.
- To set up processes regarding card embossing, PIN, statement printing and delivery with card and print vendor.
- To design and set processes for fraud monitoring, disputes, customer service, incident & change management for credit portfolio at FE credit.

# APPROACH

Study business cases and problem statements to come up with possible solutions and chose the best option.

Comparative analysis of different proposals to identify the best suited in terms of Quality, Cost and Time.

Manage the System Integration Testing for validation of technical handshakes between interacting systems that involved multiple vendors. UAT management over a period of 4 weeks. Team comprised of bank business users and testing vendor teams to comprehensively cover the functional aspect and product features.

To make sure all MasterCard certifications and compliance requirements were met during the cards launch

Contribute in discussions on business roadmap and operational process strategic meetings.

Manage the project end to end right through initiation, planning, execution and closing phases. Managing multiple teams including technology, processing, embossing, statement and delivery vendor etc. during the project implementation.



# VALUE DELIVERED

Verinite made sure the project was completed and the launch happened on time as per business plan without any delay



Team Size: 1



Schedule : 6 months



Vendors : First Data, Master Card MKSmart, Datapost

