



A FIRST DATA CUSTOMER SUCCESS STORY:

AJB Software Gains Competitive Edge with First Data's Rapid Connect

Client

AJB Software

Challenge

Reduce the testing and certification time involved with software development when integrating merchants onto First Data payment platforms

Solution

First Data Rapid Connect Solution

Results

- Able to offer more functionality, faster to merchant clients
- Significant savings due to significantly faster development and testing
- Overall improvement in development team efficiency

Toronto-based AJB Software, founded in 1994, is a leading provider of payment integration software solutions with clients around the world. AJB's developers continuously write, test and certify codes that enable merchants to accept real-time payment transactions. They also help their clients comply with new standards and payment types, including mobile, EMV and other emerging forms of payment.

With new payment platforms, features and fraud-fighting techniques launching daily, AJB's developers were spending a tremendous amount of time creating new code, running the code through a manual testing environment, and sometimes waiting weeks for certification. They needed a tool that would streamline the process. They found it in First Data's Rapid Connect.

"Rapid Connect significantly reduces our time to market," says Bohdan Myroniw, Director of Business Development. "It makes it easier for our software developers but also for our whole software team to comprehend where we are on a specific project."

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Rapid Connect cuts our time for development and certification down by more than 50%. Rapid Connect makes it that much easier to meet our customers' needs.”

Bohdan Myroniw, Director of Business Development, AJB Software

The Challenge

According to AJB Software, there are many potential pitfalls when connecting merchants to payment platforms and features. For each capability that a merchant hopes to incorporate, AJB's software developers must create and test code. The testing environments are prone to human error, lack consistent communication procedures, offer little-to-no feedback on testing failures, and demand a lot of repetitive actions that can never be saved for future use.

AJB was looking for a faster, more efficient and effective way of serving its customers' needs.

“Merchants show up and want to process transactions immediately,” says Bohdan Myroniw, Director of Business Development for AJB Software. “But we are only as fast as the testing and certification environment allows.”

The Solution

AJB Software was a pilot partner for First Data's Rapid Connect, a solution that enables software developers to integrate merchants to any payment platform or function from one, easy-to-use portal. Using this single interface, developers can create and store code, test code, receive immediate evaluation - and certify quickly.

“Before Rapid Connect, we could not transfer knowledge across teams and across developers,” says Myroniw. “Rapid Connect allows us to capture that knowledge in the Sandbox and transfer that to the next team. We can build products more easily and more quickly.”

Rapid Connect's Sandbox is a favorite of AJB's developers. Prior to using Rapid Connect, they created code to connect with a host but often didn't receive a response. Frequently, they had no idea what went wrong and had to start over from scratch.

“With Rapid Connect, our software developer can send a code and, if the host doesn't respond, he can check the log files in the Sandbox to find out if there was something wrong with the code, make adjustments and get a “Pass” message response,” says Myroniw. “It's a difference between driving a car with a muddy windshield and driving with a clear windshield.”

Additionally, AJB's developers receive 24/7 assistance and their questions are often answered by FAQs that pop up when the developer needs them.

The Results

Myroniw reports that Rapid Connect gives AJB Software a competitive edge.

“First Data brings many new innovations to the marketplace that allow us to stay competitive,” he says. “Now, with Rapid Connect, we can significantly cut the time required to deliver those innovations to our merchants.”

In particular, Myroniw thinks Rapid Connect will become essential with the many new payment industry standards emerging, such as EMV.

“Our customers are constantly changing and we change to meet their payment processing requirements,” he says. “Rapid Connect makes it that much easier to meet our customers' needs.”