



APACS, the UK Payments Association Success Story



Key Points:

Nature of the work:

- Support and Maintenance
- Bespoke Application Development

Technical Skills:

- Microsoft Access
- Visual Basic
- HTML
- Classic ASP
- Javascript
- VBScript
- Oracle database
- PL/SQL

Background

APACS is the UK trade association for payments. The organisation currently has 31 members whose payment traffic volumes account for approximately 97% of the total UK payments market.

In 2005, as the result of staff turnover in their IT department, APACS found themselves in a situation where help was needed to manage the peaks and troughs in their development and to support their databases.

Faced with the decision to redistribute the tasks internally, recruit new staff members, or to outsource, APACS decided the preferred route would be to outsource the task in order to allow their team to focus on their core business.

The Solution

Having met 6pm at an IT Directors' Forum the previous year, APACS decided to test the 6pm delivery model with a small piece of work. APACS' Director of Technology, Information and Facilities, Sue Yoe, claims that there was an instant "comfort factor" with 6pm.

6pm were commissioned to develop an Issue Tracking system. The delivered solution is web-based with a

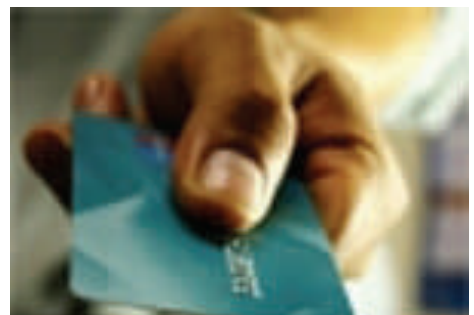
database that integrates with the APACS support logging system – TrackIT, where users log their calls to the support desk for resolution.

This application allowed APACS' IT staff to track the relationship between problems and change requests and vice versa. Besides improved performance, the development also had a positive financial impact.

There is a learning curve for both parties at the outset of a new partnership. Head of IT, Janice Bentley-Pearson says that "6pm's ability to listen and eagerness to take the most appropriate action laid the foundations for a strong client relationship".

Today 6pm support seven of APACS' databases, and have implemented a number of enhancements to their systems.

6pm have also recently completed





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their first major piece of application development on one of APACS' biggest development projects for 2006.

APACS's ACD (APACS Contacts Database) system was originally developed to enable internal users to manage their committees together with their related members. A major enhancement was requested in order to enable the ACD to work with the soon to be introduced 'Identity Management' (IDM) system.

6pm were commissioned to enhance the existing User Interface for the system. The application is planned to go live in Q1 2007 inter-linking with the IDM solution. APACS predict it will lead to significant time savings and yield tremendous business value.

The Enhanced User Interface delivered by 6pm, satisfied all of the 'Must Have' requirements and five of the six 'Should Haves' – the sixth being a requirement which would have cost APACS more than the business benefit it would have yielded!

6pm and APACS have regular contact to discuss the client relationship allowing them to address any issues and minor glitches inherent in any client relationship. Janice Bentley-Pearson, says that “the commitment of 6pm consultants to the company and to deliver on their promise makes them a pleasure to work with”.

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About APACS

APACS is the UK trade association for payments and for those institutions that deliver payment services to customers. It provides the forum for the UK's financial institutions to come together on non-competitive issues, to develop banking systems for the future and to provide innovation and developments in payments. It is also the banking industry voice on payments issues such as plastic cards, payment fraud, cheques, electronic payments and cash and is the banking organisation that coordinated the chip and PIN roll-out.

www.apacs.org.uk

About 6pm

Established in 1996, 6pm employs over 100 technology consultants in Malta and the UK. Our staff are committed to exceeding client expectations and their enthusiasm coupled with their “can do” attitude is the envy of many competitors.

We offer a wide variety of technology services ranging from bespoke development and Business Intelligence to Testing and Support & Maintenance.

Our Clients include Capgemini, British Airways, Sungard Vivista, Leicester City Council, The Maltese Government, PRG Schultz, Fujitsu, Toyota GB and Sheffield Hallam University.

