



## Chase Paymentech Gets Productivity Payoff with Daptiv

*“Because workflow controls and a common communication media for organized initiatives can be leveraged in every teams daily activities, team members are able to channel their efforts for major productivity gains. A reduction in one area by 30–40% of a person’s effort has allowed less focus on project administration and more focus on management and execution. This has a tremendous impact in the workforce.”*

Tom Bannon, Group Executive, Enterprise Project Office

### AT A GLANCE

#### KEY FACTS

- Needed a service that was easy to deploy, easy to configure and easy to implement company-wide.
- Productivity improvements are an easy gain through Daptiv, some Chase Paymentech teams experienced a 30–40% performance gain once Daptiv was in place
- Chase Paymentech uses Daptiv not only to manage specific projects, but to uphold accountability and gain visibility into total costs and initiatives within the company

Chase Paymentech Solutions, LLC, headquartered in Dallas, Texas, is a leading global payments firm and the world’s largest merchant acquirer, transacting payments in 140 currencies. In 2006, the privately-held company processed approximately 18.2 billion payment transactions, with more than \$660.6 billion in annual bankcard and debit volume. Chase Paymentech’s customer base reflects the most respected brands in the world, including 70 percent of leading ecommerce business and more than 600,000 merchants in nearly 1 million locations worldwide.

In 2006, Chase Paymentech began looking internally at different processes and charters and examined project management solutions. The company needed an environment that was easy to use and easy to configure, allowing multiple divisions to focus on collaborating and communicating more effectively. Implementing an environment that wouldn’t be complex or difficult to deploy was top priority for Chase Paymentech—and that’s why they began

looking into companies that specialize in SaaS (Software as a Service). “SaaS is extremely beneficial when leveraged with the right business partner”, says Tom Bannon, Group Executive, Chase Paymentech Enterprise Project Office. “Our internal technical organization was strapped to support business growth, so SaaS provided the ability to proceed with implementation of a tool without impacting other key corporate initiatives.”

#### SOLUTION

Chase Paymentech needed something more than a project management tool to facilitate the management of the various project areas within the company. They began looking into Microsoft® Project Server™ but quickly turned the search to more robust products like Daptiv. After many discussions and demonstrations with various companies, Chase Paymentech chose Daptiv as the core for their solution. Key factors in their decision included a hassle-free implementation process, along with the collaborative, easy-to-use product environment that

*“We can now manage business processes to capture where we’ve been and where we’re going. With Daptiv, we can see the total efforts associated with company-wide initiatives, creating not only visibility but accountability models for the managers, teams and organizations.”*

Tom Bannon, Group Executive,  
Enterprise Project Office

Chase Paymentech desired. “The key to Daptiv’s value is its simplicity,” says Bannon. “With the various configurations we were able to create for our multiple business areas, we gained value to our processes through the basic workflow, information collaboration, consolidated reporting modules and custom dashboards. This provides a huge impact on our teams and the company.” The decision to implement Daptiv throughout the company’s numerous organizations was much easier knowing they could provide value outside of the traditional “project management” tool expectations. Providing an easy-to-use tool that was supporting business processes for the team and enabling information controls and collaboration was a selling point to the organization.

## VALUE

Chase Paymentech envisioned their implementation would provide much more than a project management solution with Daptiv. Bannon says, “Our rollout plan for the company was to not present Daptiv PPM as a project management tool. Daptiv goes way beyond project management—it’s a collaborative environment for us to gather the information we need to understand and manage our business initiatives across the company. Resources are a premium and we need to be able to understand our priorities and staff them appropriately.”

Comparing Chase Paymentech’s previous business processes before implementing Daptiv, Bannon says, “Our previous workflow was driven by emails and verbal communications that could potentially be lost or misplaced. Several internal systems were in place with few power users and limited access to key information. With Daptiv, we can capture and validate workflow processes that are all accessible within a single environment.” As a result,

Chase Paymentech’s mid-office is working smarter, not harder.

Multiple areas within Chase Paymentech have adopted Daptiv:

- Enterprise Project Office
- FDCS Project Management Team
- Merchant Implementation Group
- Merchant Projects Group
- Merchant Conversion Group
- Gift Card Conversion Group
- Learning and Development Organization
- Marketing Organization (staged for implementation in January 2008)
- IRM Certifications (staged for implementation in February 2008)
- Retail Project and Product Implementation (staged for implementation in February 2008)
- Other departments planned for Summer/Fall 2008

The result is an increase in collaboration between groups. “Our whole company can track requests, stages, time issues and risks, and collaboration across teams. Managers no longer have to dig through information because now it’s within a single environment.” The result is an increase in productivity, with an ability to scale company initiatives. “Because people can get immediate visibility into projects throughout the company, 30–40% of a person’s effort is now channeled more productively than before. This has a tremendous impact.” Daptiv also helps Chase Paymentech employees engage in the overall business impact of each project and each division. “We can now manage business processes to capture where we’ve been and where we’re going. With Daptiv, we can see the total efforts associated with company-wide initiatives, holding each division and individual accountable.”



## ABOUT DAPTIV

Founded in 1997, Daptiv is the leading provider of on-demand Project Portfolio Management (PPM) solutions. Daptiv has helped thousands of companies improve their strategic planning and business execution by offering adaptable PPM solutions and expert professional services. Daptiv's customers include world-class organizations such as Beam, Chase, Coach, Harvard University, Honeywell, International Hotels Group, and Virgin Australia. For more information about Daptiv's PPM solutions, please visit [www.daptiv.com](http://www.daptiv.com).