



## Case Studies in Success

### Challenges

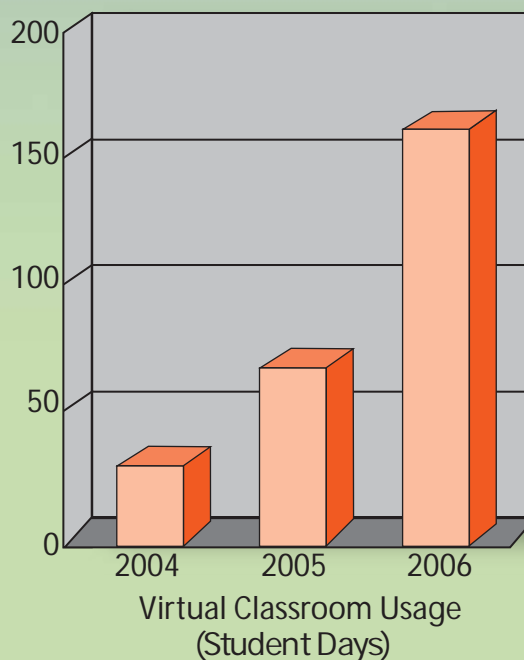
- Multiple acquisitions over the last two years resulting in a shift to a de-centralized IT presence.
- The corporation's software development environment is transitioning from largely uniform to predominantly mixed.
- Training needs within the organization are changing focus away from complete team or migration training to a large number of requests for training of individual employees.

### Background

40 years in the financial world have established our client as a worldwide leader in the fields of banking and payment technology solutions. They offer products and services that facilitate account processing for:

- Deposit, loan and trust systems
- Image-based and conventional check processing
- Electronic funds transfers, and payments

More recently, they have expanded their easy-to-use systems into the field of consumer health care payments with the hopes of revolutionizing processes. This expanded scope follows numerous business acquisitions and an increase in annual revenue of almost \$620 million over the past four years. Through all of



these changes, their dedication to high standards of customer care, employee training, financial expertise, and technological leadership has never wavered.

