

# THE NILSON REPORT

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## SYNTEL CARD & PAYMENTS PRACTICE

The Cards & Payments practice at Syntel, an information technology and knowledge process outsourcing firm, generates up to 20% of the company's annual revenue. The unit has executed projects for customers in all world regions including many of the largest issuers, acquirers, and vendors. Cards & Payments employs 1,800 from offices in the U.S., U.K., and India.



Consultants are available for projects involving the entire life cycle of consumer and commercial credit, debit, and prepaid cards — card account processing, card issuing, merchant acquiring, and networks. Over half of all projects are handled on a fixed-price basis. Expertise includes risk and fraud management, dispute management, loyalty, accounts receivable and accounts payable, and emerging payment technologies.

Syntel's work for card-issuer acquisition systems includes rules-engine-based processes for data capture from multiple channels, data cleaning and scrubbing, verification, validation and credit scoring, card-number generation

and issuance, and credit limit setting.

On the acquiring side, Syntel provides IT support to a U.S.-based prepaid card processor serving five million merchant locations worldwide. Other work includes merchant applications and data capture, verification and validation, reporting and servicing agreement management, data capture from POS terminals, transaction aggregation, pricing and settlement processing, dispute processing, and charge-backs.

In the U.S., Syntel was recently hired to stop prepaid card fraud for a large retailer. Crooks were skimming mag-stripe data from cards on the shelf, putting them back, then creating a duplicate card. The duplicate was used to check the dollar balance until the original card was activated and had money in the account. Crooks would then use the counterfeit card to redeem the balance.

To fight that problem, Syntel created a bar code for all cards on the shelf and linked it to mag-stripe data and other information about the card. Syntel also modi-

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fied the retailer's POS system so that both the PIN, which was printed on the card behind a scratch panel, and the bar code could be used to activate cards. It also deployed systems that could report when multiple IVR inquiries were made on a prepaid card, when a store employee used

one, when one prepaid card was used to buy another, as well when multiple prepaid cards used the same account number.

Other Syntel projects have included development tests for all applica-

tions installed in POS terminal networks, and building platforms for transaction processing, check processing and merchant pricing.

**OVER HALF OF ALL PROJECTS ARE HANDLED ON A FIXED-PRICE BASIS.**

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