

CLIENT SUCCESS STORY

QUICKER FRAUD PROTECTION FOR CREDIT CARD PROCESSING

**Technology
Partners**[®]
Your Clear Choice in IT™

Needing faster fraud detection, a major credit card company looks to Technology Partners to tune up the process.

The Challenge

A major credit card company wanted to reduce the fraud detection process for their cardholders. The current method took around 3.5 hours, which meant that their customers were not getting notified quickly of fraudulent activity. They spent **two years looking for relief** from multiple sources, but there was no improvement in performance.

The Plan

Technology Partners was brought in to alleviate the extreme lag time in fraud alerts. Using many performance tactics such as indexing, SQL hints, histograms, stored outlines, and materialized views, our query-tuning expert sought to tweak the queries for a faster return. In addition, we looked to mentor the client's team of Oracle DBAs on how to address future issues in performance, providing the client with a **sustainable plan going forward**.

The Results

Fraud detection time **decreased from 3.5 hours to 20 seconds** after less than a day of tuning. With fast alerts, customers could react quickly to fraudulent activity, making for a better customer experience. The established tools and tactics set by our specialist are still used today to provide similar results on other systems.



Over 600x increase
in performance speeds
leads to big results

49% of Online Shoppers

expect a website to load
in less than 2 Seconds

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our decades of experience to
give you added peace of mind.
Together is just better.