

CyberSource Integration Module

Challenge

With its e-commerce platform trusted by a diverse customer base globally, from mid-size companies to major brands such as AT&T, Coca-Cola, Sony, and Best Buy, the Client prioritizes continuous product innovation in order to maintain its market leadership and ensure unparalleled service. Striving to provide comprehensive support for retailers in their multi-channel initiatives and minimize time-to-value for each customer, the company is committed to extending the capabilities offered by the platform, making it easily adjustable to the needs of companies operating either regionally or globally.

As part of its platform development activities, the Client focused on streamlining the implementation of payment management functionality by pre-integrating the system with the CyberSource service, the payment gateway of choice for a large share of online retailers. Making this much-requested functionality available within the shortest timeframe possible was seen as critical, which prompted the Client to turn to iTechArt for expert assistance.

Project Description

An optimal architectural approach was selected through rigorous analysis based on a high-level project description, relevant platform documentation, and a series of joint meetings.

The integration solution was designed as a stand-alone complementary module that provides access to CyberSource services:

- Base services for tax calculation, payer address verification, payment authorization, etc.
- Payment tokenization for storing sensitive payer information off the retailer's premises for increased security
- Fraud management for identifying and preventing fraudulent activity during checkout
- PayPal services for accepting PayPal payments via the CyberSource gateway

The project deliverables also included a version of the sample e-commerce solution provided with the platform out of the box, updated to accommodate new functionality.

Based on an iterative model, the implementation process was specifically adapted to allow for maximum transparency, which involved weekly status update meetings for resolving routine technical and organizational issues as well as collaboration via an online project management tool. Frequent demos of the implemented portions of functionality enabled the team to solicit in-depth feedback, adjust the development plan, and enhance the feature set in a timely manner. Throughout the project, the team

Overview

Client

Provider of a market-leading commerce platform and services

Industry

e-Commerce

Country

USA

Business Value

Enhanced product offering

Technical Value

SOAP based pluggable integration solution

Development Model

Agile

Services:

Architecture
Development
Testing

Tools and Technologies:

- Proprietary commerce platform
- MySQL 5.1
- SOAP
- JavaServer Pages

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proactively addressed technical or implementation-related issues, providing detailed descriptions and effort estimates for the possible solutions and guiding the Client through business-critical choices.

Value Delivered

Working with both the Client's platform team and the CyberSource service team, iTechArt ensured a smooth implementation process, delivering a well-designed integration solution and meeting stringent quality standards thanks to solid design, comprehensive QA involvement, and a focus on extended Client engagement.

Tapping into iTechArt's expertise allowed the Client to reduce burden on the in-house product team at a period of peak development activity, pursue several strategic goals without taking unnecessary risk, and capitalize on its partnership with CyberSource.

The availability of a pre-integrated automated payment processing platform eliminates the need for additional development work on the part of the Client's customers, which, combined with a range of other ready to use building blocks, makes the e-commerce platform appealing for corporate decision-makers, IT departments, and end users alike.

iTechArt provides in-depth, high-quality and cost effective software development and consulting solutions to corporations across Europe and North America using both onsite and offsite service delivery models. iTechArt was founded in 2003 and has developed substantial strengths Application Development, Project Management and Outsourcing areas. iTechArt possesses deep domain knowledge through its proven research and implementation strategies across many industries including, Financial Services, Marketing & Digital Media, Security, Healthcare & Life Sciences, Retail and many more. We deliver the most effective and competitive solutions to our clients to achieve mutual business growth and success.

Quick Facts

Founded: 2003
Headquarters:
Iselin, New Jersey, USA
Development Centers:
Minsk, Belarus; Kiev, Ukraine
Team: 400+ employees

Industries

Financial Services
Marketing & Digital Media
Security
Healthcare & Life Sciences
Retail
and others

Services

Application Modernization
Enterprise Mobile Development
Custom Software Development
IT Staff Augmentation
Software Testing & QA
Software Maintenance

Technologies

Enterprise Platforms
RIA
Mobile
Web & Intranet Portals
Middleware
Business Intelligence