



DEVELOPING & MAINTAINING CREDIT CARD TRANSACTION SYSTEMS ON SPECIALIZED SERVERS

HIGHLIGHTS

1

Proficiency in NSS Server Operations (using commands from NSS)

Luvina continuously learns and gains experience from practical deployments to master the necessary commands on this specialized system. Our project team focuses on languages specific to NSS systems - TAL.

2

Meeting High Financial Industry Standards

Ensuring high software quality with approximately 3 bugs per 1000 lines of code during unit testing and about 0.2 bugs per 1000 lines of code during integration testing.

3

Strict Adherence to Security Regulations

Implementing high-level security measures, including using dedicated rooms and networks, and avoiding personal devices and phones.

GENERAL OVERVIEW

Luvina Software collaborates with a leading IT conglomerate in Japan to cooperate, develop, and maintain systems related to user authentication for various types of credit cards on the NSS specialized server (Nonstop server).

Country: Japan

Service: Software Maintenance

Industry: Credit Cards

Technology: COBOL, C, TAL, VBA

Time: Ongoing ODC

Scale: 9MM

ABOUT THE CLIENT



1

General Introduction:

Our client is a top-tier IT conglomerate in Japan, particularly dominant in the payment system sector. Notably, they are one of the largest companies in Japan regarding credit and debit card transaction processing.

2

Customer Requirements:

Our client expects the project team to strictly adhere to the processes or documentation requirements they set forth. As this project involves developing and maintaining an operational system, the focus is on adding necessary functionalities while ensuring the stability of current functions, performance, and operational conditions remain unaffected. Some client conditions include:

- Emphasizing performance and scalability enhancements.
- Thoroughly analyzing the impact scope and accurately determining the modification scale for each project.
- Development according to the client's standard procedures.
- Thorough review and modification of design documents and related materials, including source code.

CHALLENGES

01 Nonstop servers are specialized servers for banking or financial transactions. They are continuously operational without interruptions. To maintain system integrity, the client always requires a highly skilled team to operate on this system.

02 In Japan, credit card operations are among the most complex and specialized tasks, demanding accuracy and stringent security, posing significant challenges to the project team.

SOLUTIONS

1

Proactively Acquiring Relevant Knowledge

To meet client requirements, our team consistently enhances their knowledge of credit card operations. We compile this knowledge into know-how documents and share them weekly with project members. We commit to a certain number of learning hours per week to increase understanding while ensuring work quality.

2

Receiving Documentation from the Client

Based on the provided documentation, we prioritize the level of importance for each knowledge area, then establish a learning plan to reinforce our foundation.

3

Learning from Practical Experience

During actual project deployments, when issues arise, the project team consolidates how the issues were resolved or not and seeks clarification from the client. We compile this into know-how documents and conduct regular KPT sessions to explain it to project members.

ACHIEVEMENTS

Through our commitment to continuous learning and quality assurance, the project achieved notable results:

- **Meeting client expectations:** Within a month of testing, the project was able to complete about 50-60% of development tasks, from detailed design to integration testing, with good performance. Additionally, the project team ensures product quality meets client standards, with bugs in unit testing and integration testing below the client's set threshold. Furthermore, even with fluctuations in personnel, the project team still maintains the required quality.
- Better-than-expected project management capabilities.
- Client satisfaction with the project team's rapid learning of business or new techniques.