# Swisscard

## Nirva orchestrates all document business processes at Swisscard AECS

Swisscard AECS were looking at bringing back in house their document composition processes, previously outsourced. They also wanted to change their application supplier, introduce a new archiving system, select a new print provider and review all processes related to document composition, whether batch or on demand.

Swisscard AECS have selected Nirva Application Platform to orchestrate all business processes driving the creation, ordering, validation, management, storage, despatching and tracking of their documents. Nirva Application Platform is now at the centre of the document architecture and manages the following tasks:

- **Batch composition**. Input files are dropped in specific directories at various times of the day. Nirva Application Platform identifies the nature of the input files and triggers the appropriate document composition process based on pre-defined criteria.

- **On demand composition**. Business users can order specific letters to be generated and sent on demand. The business applications are connected to Nirva Application Platform via Web Services that allow a seamless and online dialogue to personalise the order, its destination parameters and its final validation through an online preview of the created document. Nirva Application Platform establishes a conversation with the user through a web based session and triggers the document composition process based on user selected criteria.

- **On demand reprints**. Business users can interrogate the archive system to select specific documents to be reprinted for a particular client. Selected document indexes are passed to Nirva Application Platform via online Web services. Nirva Application Platform retrieves the actual documents from the archive system through another Web service and presents the results to the user who can select different options (selection of documents, selection of specific pages, validation, etc.). Nirva Application Platform collates the results into a single PDF that is passed to the composition system for its inclusion into the final document.

All documents generated through the system are despatched by Nirva Application Platform to their final destination. Depending on the final target, Nirva Application Platform adapts the output to the specific requirements of each destination (collating on demand documents in a single batch for

## About

### swisscard AECS

Swisscard AECS AG is a joint venture between Credit Suisse AG and American Express®. Working on behalf of Credit Suisse AG, Swisscard is the only company in Switzerland to offer the world's leading American Express, MasterCard and Visa credit card brands from a single source, which means that Swisscard clients have the widest choice available on the Swiss market. With a wide range of product lines, clients can put together a combination of credit cards that is tailored to their own personal needs.

https://www.swisscard.ch/e/ueberuns/index.php

batch printing, splitting PDF's for the archive system, collating and calculating statistical data for tracking purposes, etc.). The destinations include:

• Print supplier. Nirva Application Platform bundles and prepares AFP files for the Print supplier. The resulting files are placed in a specific location for automated transmission.

• Paynet. Nirva Application Platform prepares the relevant files to be distributed to Paynet, a third party electronic Bill payment system. Nirva Application Platform sends the files to Paynet and establishes a dialogue via Web services to monitor and report on success or failure of the end to end process.

• Local printing. Nirva Application Platform is interfaced with the local printing infrastructure and allows, upon user selected criteria, the local printing of on demand print requests.

• Filenet. Nirva Application Platform prepares the relevant files to be despatched to the Archive system (Filenet). The resulting files are placed in a specific location for automated transmission.

• Management Information system. Nirva Application Platform collects statistical data all along the processes it monitors and collate the results in a single file per day. The results are automatically sent by Nirva Application Platform to a Management Information system for tracking, analysis and invoicing control purposes.

• Business and System error management systems. Nirva Application Platform collects any error that may occur throughout the processes it monitors. Business related errors (e.g. wrong data, invalid input data, inconsistent criteria, unavailable services, etc.) are automatically reported to the Business error management system so that Users can be notified and take appropriate corrective action. System errors (e.g. software or hardware issues, unavailable or faulty system components, etc.) are automatically sent to the System error management system so that IT representatives can take appropriate corrective action.

Nirva Application Platform also supplies a number of additional features that are necessary to administrate and monitor the entire system:

• **Statistics and tracking**. Nirva Application Platform keeps track of every single event in the system. This information is used for statistical data, tracking, usage monitoring, etc.

• **History**. Nirva Application Platform keeps a copy of all input files, log files and parameter files for a duration of one month after they have been processed. This helps with tracking errors and investigate potential problems. Files are automatically deleted after one month retention.

• **Administration interface**. Nirva Application Platform supplies an easy-to-use administration interface to maintain the system, apply the necessary changes when modifications are needed, control and verify the stability of the system, etc.

About
# nirva

## Our vision

Over time, document processes have become extremely complex. To the point that they can now only be managed by IT or document specialists.

**Our objective at Nirva Software is to restore simplicity in document management.**

Simplicity for document specialists but also for end users. Because simplicity brings agility, reactivity, productivity, control, relevance, quality and cost reduction.

With Nirva Software's solutions, our clients manage their document processes in the areas of new client acquisition, existing clients management, inbound and outbound document management. They manage their business, marketing, legal documents, be they emitted by employees, business applications, or else. They manage batch, interactive, transactional and hybrid documents.

In sumary, all document processes or information exchange within the organisation.

Nirva Software's clients include Banques Populaires, Cofinoga, SFR, Deutsche Post, Xerox, Williams Lea, etc.

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