

# Fidelity National Information Services, Inc. helps banks deliver a memorable customer experience with CA Service Virtualization

## CLIENT PROFILE

Industry: Fintech

Company: Fidelity National Information Services

Employees: 53,000



53,000  
employees



1,600  
financial institutions  
use FIS services

## Reducing delays in the release cycle

The FinTech industry is booming. With the rise of self-serve mobile technologies, finance companies need to keep innovating to deliver the customer experience that people have come to expect, and with CA Service Virtualization, Fidelity National Information Services (FIS) is developing new applications faster than ever before.

"To provide value to our customers, we need to adapt to new channels and find new ways to digitalize traditional banking services," says Will Jelliffe, Director of Client Services for FIS Mobile division's engineering team. "We provide services to approximately 1,600 financial institutions, which gives us a great opportunity to drive innovation and delight their customers."

The organization, which developed one of the world's most successful pay by phone applications for a top coffee chain, values user experience above all else, so developing inventive, secure technologies without bugs or delays is hugely important. "CA Service Virtualization enables us to test our ideas early on in the development cycle," explains Jelliffe. "By ironing out any kinks and challenges, we can move forward faster and have greater confidence in our applications, while reducing the man hours that go into each cycle."

## Rapidly expanding multichannel services

FIS provides banking and payment solutions to thousands of businesses and banking institutions across the world. As one of the world's largest FinTech companies, it aims to deliver its customers the solutions of tomorrow to help them provide the best possible end user experience.

The FIS Mobile department is undergoing a significant digital transformation to move to a microservices architecture that will allow it to rapidly expand its multichannel services. "Finding out what the next emerging technologies will be and how we can connect those channels with our API suite is a continuous challenge for us," comments Jelliffe.

To support its microservices architecture, the company needs a strong process that allows rapid development and integration into its backend system. But as it works with third party organizations, the API set required to do so is often not ready.

Now FIS Mobile can stand up a backend that microservices can connect to for integration testing early in the development process. This helps the team to pick up any defects early on and reduce delays and ongoing maintenance.

"With CA Service Virtualization we can innovate faster with fewer resources."

**Will Jelliffe**

Director of Client Services for FIS  
Mobile division's engineering team

**Faster development cycles**

With the customer experience always at the forefront of its mind, FIS offers mid-size clients the chance to use its platform to build their own microservices portfolio. "We want to be a one-stop-shop for customers who don't have the capacity to innovate in-house," adds Jelliffe. "As our ecosystem grows, we're looking at new ways in which CA Service Virtualization can add value to the development cycle."

The company's user experience team undertakes A/B testing to ensure the end product will delight the customer, and the solution helps the team to iterate rapidly based on user feedback.

"In our market, you need to be able to balance working with high risk financial transactions with delivering exciting new products quickly, and CA Service Virtualization gives us the confidence that our applications will run smoothly before they go live," said Jelliffe.

With the company releasing new products and services faster than ever before, FIS knows it has more than a service virtualization tool. "Our partnership with CA Technologies has been incredibly valuable. CA Services worked alongside us during the implementation to make sure it met our needs. We're an innovative company, and with CA Technologies by our side we're excited to see where our digital transformation takes us."

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