

CUSTOMER  **Ticket+**  **ecovale**
by  Edenred

How Edenred México safely expands their prepaid corporate service solutions with INETCO Insight®

Edenred is a world leader in prepaid corporate services, with over 42 million people using their solutions in 42 countries, for a total of €20 billion in transactions per year between employers, employees and merchants. Dedicated to digital technology and strategic innovation, the Company is passionate about creating and delivering prepaid solutions that improve the efficiency of business organizations and the purchasing power of each individual employee.

With more than 35 years of experience supporting the Mexican market, Edenred México S.A. de C.V. provides their services to over 30,000 customers, 3 million users and 40,000 affiliates. By ensuring that allocated funds are used specifically as intended, Edenred México's prepaid solutions enable companies and local authorities to effectively manage:

- Employee and social benefits (Ticket Vale Despensas®, Ticket Restaurante®, Ticket Uniforme®)
- Business expense management processes (Ticket Car®, Ticket Empresarial®)
- Incentive and rewards programs (Ticket Regalo®, Ticket Premium®)

The Challenge

Edenred México is focused on generating and managing a sustainable business growth plan. The Company's ability to deliver a consistent end user experience and minimize the risk of service disruption is viewed as an important part of attracting new business partners and keeping existing customers loyal and happy.

Delivering exceptional service quality required the Digital Control and Payment Methods team to know when digital transactions were not completing as expected, and why there were intermittences and service disruptions occurring on their authorization platforms.

Edenred México turned to trusted financial solutions provider **Bowman Technologies**, who recommended the **INETCO Insight**[®] real-time transaction monitoring solution for expedited problem isolation, network infrastructure optimization and service availability management.

The Solution

The INETCO Insight real-time transaction monitoring solution was deployed by Edenred México because of its ability to provide 24X7 visibility into the performance of every transaction, across multiple protocols and all the online operations of the Company's key products. This helps Edenred México guarantee that prepaid cards, voucher and rewards services will always be accessible without worry.

Real-time alert notifications, drill-down transaction logs, visually intuitive topology maps and end-to-end transaction profiling enable the Digital Control and Payment Methods team to quickly identify issues such as:

- **Host authorization time-outs and disconnections**
- **Network problems relating to the main and secondary switches**
- **Transaction rejections and slowdowns at big retail chains or at specific high volume terminals**

With INETCO Insight, Edenred México has been able to anticipate possible complaints from their customers, and react in advance in order to avoid major problems. Offering rapid alternatives to these complaints has reduced average daily incident call volumes from 10 to 6 - **a 40% productivity improvement for call center personnel.**

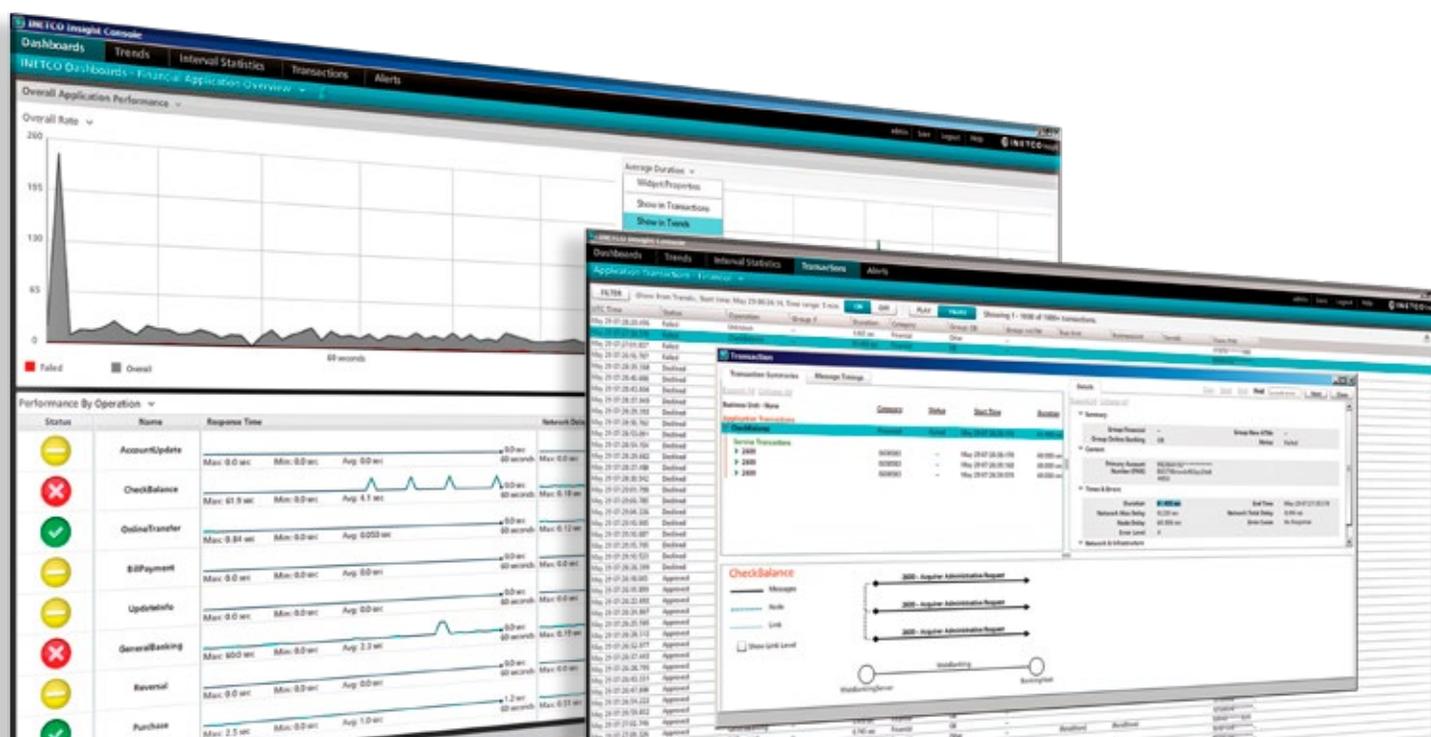
"INETCO Insight is now our key monitoring tool for the main prepaid transaction platform, allowing us to visualize quickly and efficiently any instability or loss of performance. Visibility into real-time transaction data enables us to respond rapidly to critical situations." **LAURENT LONG, DIRECTOR OF TECHNOLOGY AND INFORMATION AT EDENRED MÉXICO**

"INETCO Insight allows me to visualize key services of Edenred Mexico in a clear and fast way." ISRAEL VILLEGAS – PAYMENT METHODS MANAGER AT EDENRED MÉXICO

Service disruptions, platform intermittences and problems with the authorizer that used to take over 4 hours to resolve now take Edenred México less than one hour on average – a **75% faster mean time to repair**.

The root cause of a problem can also be quickly isolated to the internal network, prepaid applications or external partner affiliates, making it easier to identify and immediately notify the right problem owner – **significantly reducing the need for multiple resources and expensive war room time**.

Edenred México's ability to successfully fulfill customer service level agreements has also improved, as they can now identify what is happening with their prepaid platforms in real-time – **moving from an 85% to 90% daily average**.



24x7

VISIBILITY INTO EVERY DIGITAL TRANSACTION

>90%

OF SERVICE LEVEL AGREEMENTS SUCCESSFULLY MET

75%

FASTER MEAN-TIME-TO-REPAIR (MTTR)

40%

FEWER CUSTOMER COMPLAINTS

The Business Impact

With INETCO Insight, Edenred México is safely expanding their prepaid solutions business, improving IT productivity, and continuing to deliver an amazing customer experience. Key achievements to date include:

Improved service level quality and delivery

- Establishing centralized, 24X7 visibility into the performance of every digital transaction, across all the online operations of Edenred México's key products
- Reacting, in advance, to issues that will cause transaction completion slowdowns and failures
- Now successfully meeting more than 90% of customer service level agreements

Improved IT and call center productivity

- Reducing in-bound customer calls from an average of 10 calls per day to 6
- Reducing the need for multiple resources by isolating root cause of performance issues and quickly identifying the problem owner
- Decreasing the need for expensive war room time

Improved OpEx efficiencies

- Resolving service disruptions, platform intermittences and host authorization problems in less than one hour - 75% faster MTTR
- Improving transaction completion rates and network availability
- Continuously monitoring application usage and optimizing the network infrastructure to support a growing number of business partners and digital transactions

The Future

Edenred México plans to expand the use of INETCO Insight across all of their authorization platforms. They will also be looking to stream data into the **INETCO Analytics**[®] application, enabling flexible, role based accessibility to Customer and IT Analytics.

To learn more about INETCO Insight, visit www.inetco.com or email insight@inetco.com

Edenred es líder mundial y nacional en el campo de soluciones que mejoran la eficacia de las organizaciones y el poder adquisitivo de las personas. Sus soluciones garantizan a las empresas que sus fondos se asignan a un uso específico, permitiendo la gestión de: Beneficios para Empleados, Gastos Profesionales y Recompensas e Incentivos. Actualmente opera en 42 países, con 6,300 colaboradores, atiende a 660,000 clientes privados y públicos, 1.4 millones de comercios afiliados y 41 millones de beneficiarios.

Edenred en México, cuenta con 35 años de presencia atendiendo en la actualidad a más de 30 mil empresas clientes, 3 millones de beneficiarios y más de 40 mil comercios afiliados a sus soluciones. Más información en edenred.com.mx

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Ticket Restaurante[®] y las otras denominaciones de las soluciones que propone la compañía son marcas registradas pertenecientes al Grupo Edenred.

CONTACTO Cynthia Morilla, Edenred México - Tel. (55) 5262 8902 - cynthia.morilla@edenred.com



+1.604.451.1567 | insight@inetco.com | www.inetco.com

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