



Case Study:

ACI Worldwide

19 of the 20 top global banks monitor transactions with Panintelligence



“Panintelligence ticks all the boxes in terms of security, flexibility, deployment, and interactivity.”

Phil Stothard

Director of Business Intelligence and Data, ACI Worldwide

ACI Worldwide is a specialist provider of fraud prevention and payments systems to the financial and retail global markets.

Its product, ACI ReD Shield, is a real-time fraud prevention solution which is tailored to the needs of eCommerce merchants and payment service providers. It enables businesses to protect revenues, support growth, and enhance customer experience.

ReD Shield is a cloud-based platform and provides instant decisions (accept/challenge/deny) on eCommerce and mCommerce transactions.

The Challenge

ACI realised they needed a self-service BI tool for all internal and external stakeholders, as there was a critical need to provide teams with direct and immediate access to data in real-time, quickly and easily, for in-depth analysis.

ACI needed a solution with multiple layers of security, within a single infrastructure and with a single database serving all their customers. The solution would need to allow several different customers to use the application simultaneously, without any risk of one customer's data being seen by another, and also take into account their global customer bases. Ultimately it needed to restrict different sections of data within a business to different users.

The Solution

By implementing a self-service business intelligence solution, their customers' fraud teams could shift the bulk of their time away from producing reports and managing data back to the complex analytics that would allow them to implement improved anti-fraud strategies.



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“The solution has provided an ability for ReD’s Product Team to think outside the box when developing its product suite for customers. Our customers have seen real change and development at a pace that is unprecedented”.

Jackie Barwell
Head of Products, ACI Worldwide

The Results

Six months after the first meeting, ACI ran an initial prototype with one of the largest eCommerce retailers in the USA; feedback was extremely positive.

While the priority was providing a business intelligence solution for their external customers, ACI also recognised how valuable the dashboard would be in allowing them to monitor their own data processes.

ACI’s business intelligence portal ReDi continues to be enhanced significantly – a tribute to the flexibility of the Pi Dashboard and the close working partnership between ACI and Panintelligence. It has been easy to tailor the dashboards to individual merchants who need to see KPIs, calendars, and important local views within ReDi.

To find out more about how Panintelligence can help you, contact us for a one-to-one demo or chat with a dev...

<https://www.panintelligence.com/request-a-demo/>

Or pick up the phone to us on +44 (0)113 539 5777