Worldpay

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OVERVIEW

Worldpay, Inc. (NYSE: WP; LSE: WPY) is a leading payments technology company with unique capability to power global omni-commerce. Worldpay processes over 40 billion transactions annually, supporting more than 300 payment types across 146 countries and 126 currencies. The company is focused on expanding into high-growth markets and customer segments including global eCommerce, integrated payments and B2B.

Q&A with the David Valerius, Communications Manager

CHALLENGES:

Worldpay Inc. is a leader in technology-led payment solutions, processing over 40 billion transactions annually. With a global IT department supporting more than 300 payment types, every minute of a major outage can equate to significant financial and/or reputational impact to Worldpay.

OBJECTIVES:

Our objective in Global Technology Operations was to reduce the amount of time for the callout process for technical resolvers. On average, it took 46 minutes to manually identify resources, locate their contact information, and engage them into a technical bridge.

RESULTS:

After implementing Everbridge IT Alerting, we reduced the callout process to an average of 3 minutes. With Everbridge, the engagement of resources is automated through integration with the CRM system, based on technology and criticality of the issue. The solution has also replaced the previous on-call calendar solution which was so complex, most teams resorted to using special handling notes, increasing the time required to find contact information. The Everbridge on-call calendars replaced the special handling notes because of the ease and flexibility of the solution.

In addition to the standard call-out process for incidents discovered within the IT department, multiple critical monitoring alerts have also been configured to immediately notify the Incident Management group and other relevant technical resources. These alerts are an indicator of, or a precursor to, a major incident.

ABOUT EVERBRIDGE

Everbridge, Inc. (NASDAQ: EVBG) is the global leader in critical event management and enterprise safety applications that automate and accelerate an organization's operational response to critical events in order to keep people safe and businesses running faster. Everbridge is based in Boston and Los Angeles with additional offices in Lansing, San Francisco, Beijing, Kolkata, London, Oslo and Stockholm.

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