

Experian ensures compliance with a high-availability solution.

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Strategic Initiative

At the height of the pandemic, FinTech giant Experian quickly implemented business continuity solutions to support work-from-home initiatives while maintaining compliance. The company required additional infrastructure support to ensure reliable access for remote employees and meet 24/7 uptime requirements. Any lapse in service availability equaled a lapse in compliance – and could lead to heavy penalties.

Solution Plan

Experian and ImageSource partnered to augment the company’s ILINX solution with an active/passive infrastructure and additional servers. The new fault-tolerant environment established a failsafe mechanism that turned on automatically if an error occurred in the active processing solution. The added infrastructure negated the risks of minor failures and total shutdowns associated with high-volume transactions.

Investment Return

The additional passive solution went live within hours, allowing Experian to maintain business process continuity without downtime. It establishes automatic gap coverage to mitigate the risks and errors related to updating or troubleshooting the active solution. These measures ensure continuous customer service and protect Experian from the costly penalties of failing to meet federal compliance standards.

PROFESSIONAL SERVICES

Our expert teams use proven methodologies to provide guidance and implementation tailored to your needs that deliver tangible results.

THE ILINX PLATFORM

A foundational process-improvement platform that empowers people and organizations to automate workflow, extract value, and intelligently share content securely and effectively.



Process innovation made easy.

ImageSource makes process innovation easy through advanced solutions built on ILINX, the world’s most flexible process-improvement platform, delivered by a team of experts committed to customer-partner success.