

## BCA

**Company:** BCA

**Industry:** Retail

**Solution**

- EMC Consulting identified suppliers and partners who could provide the best Chip and PIN technology
- Used Microsoft's BizTalk Server 2004 to integrate BCA's point of sale, the Chip and PIN terminals, and legacy back-office systems
- Demonstrated that the chosen device could be integrated with BCA's legacy AS400 systems
- Used Agile methodologies to meet an immovable deadline through rapid delivery of functionality and early mitigation of complex technical risks

**Deployment Environment**

- Microsoft BizTalk Server 2004

**“Working with EMC Consulting enabled us to identify a robust and integrated solution using BizTalk Server 2004 that provides a single point of entry for our card payment transactions.”**

**Stewart Velzian**  
UK IT Manager, BCA



## Driving efficiency through British Car Auctions

### Company Profile

BCA (British Car Auctions) is Europe's number-one vehicle remarketing company with over 40 auction centres in the UK and Europe and a market-leading online presence. Annually, BCA turns over more than £3 billion and handles over one million vehicles.

### Challenge

To reduce credit card fraud and comply with government regulations, BCA had installed stand-alone Chip and PIN terminals along side its existing system. However, this double-entry system quickly proved prone to data input errors making the financial reconciliation between the two systems difficult.

### Solution

EMC® Consulting\*, part of EMC Global Services, used Microsoft BizTalk 2004 to integrate BCA's legacy back-office systems with new Chip and PIN technology. Employing an Agile methodology ensured that all participants were on track to produce a working solution according to plan. EMC Consulting drew on its business analysis skills, expertise, and experience of BizTalk integration work and its relationships with key vendors to deliver this critical solution. Working as an extension to BCA's team, four EMC consultants delivered this solution in six months.

### Highlights

- A combination of pioneering Agile methodologies, together with business analysis and technical expertise, enabled EMC Consulting to deliver an innovative solution to a complex problem.
- Customers can now complete their transactions in less time and with greater security through PIN authentication.
- The removal of re-keying has raised data quality, which in turn has improved back-office reconciliation and administration, as well as reduced customer queuing time.
- Management information is available in real time, which provides greater control.
- Unprocessed or inaccurate payments are eliminated.
- Security is improved by capturing deposits earlier in the sales process.

### Results

Operating as one system, payments are now processed and card details are verified in real time at the point of sale. Financial reports are now available immediately, which gives instant visibility to BCA management. While transactions were previously saved on the physical machine, all transaction data is now saved centrally on a secure server, eliminating the risk of BCA losing transactions if system outages occur. Finally, the new system is permanently connected to the bank, improving reliability through elimination of polling technology. By reconciling BCA's financial and payment systems, EMC Consulting has delivered a system that is accurate, reliable, and fast.

\*EMC Consulting performed this project through acquired UK-based company, Conchango, which combines consulting skills with creative and technical expertise.