

Socofin improves debt collection system integrations



Financial services

Software

Red Hat® Fuse

Partner

ST Computación

Socofin S.A., a subsidiary of Banco de Chile, is a payment collection agency supervised by the Chilean Financial Market Commission.

Challenge

To benefit from the financial services industry's shift to digital operations—such as faster collection times, improved data analytics, and better audit recordkeeping—Socofin sought to better connect its applications and adapt to future development.

Solution

With guidance from ST Computación, a Red Hat partner, Socofin decided to use Red Hat Fuse to create a new IT integration environment. Several critical services were migrated to the platform, including Socofin's online Payment Button solution and its Cash Register System for in-person, self-service transactions.

Benefits

- ▶ Created service-based integration environment for faster response to changing demand
- ▶ Gained ability to reuse system components with data abstraction, saving time and money
- ▶ Improved customer experience with online, self-service payment option

“We needed a standardized platform, but one that would let us configure any combination of components into customized IT systems. We found that Red Hat Fuse would support this architecture evolution that is key to meeting our business objectives.”

Javier Duk
Deputy IT Manager, Socofin

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