



Atos Origins Developers Enjoy a “Peer-to-Peer” Relationship with SupportLink Technicians

Goal: Support Atos Worldline’s efforts to provide their customers with fast, reliable access from multiple applications to data on MVS mainframe platforms.

Why they chose DataDirect

SupportLink : Responsiveness, ease of access, level of expertise, and the option to work with DataDirect SupportLink on the phone, over email, or online.

Business benefits: Personalized service means working with dedicated account managers to ensure that every issue or question is pursued to its conclusion

Technical benefits: DataDirect SupportLink technicians are true industry experts in the field of standards-based connectivity. Atos Worldwide development teams can rely on this expertise to support their internal development efforts more efficiently.

"Aside from being very responsive, DataDirect’s tech support engineers are also highly competent. My technicians truly feel a peer-to-peer kinship with the [DataDirect SupportLink] personnel."

Daniel Heller
Director of Development
Atos Origin

1-800-876-3101

For more information, go to:
www.datadirect.com

For more information on Atos Origin, go to: www.atosorigin.com

When developers at Atos Origin encountered performance issues with the ODBC driver distributed by Oracle, they evaluated DataDirect Connect for ODBC, DataDirect Technologies’ clientless (wire protocol) solution for Oracle and all the major databases. This was not the company’s first experience with DataDirect connectivity components. Atos Worldline was already using the DataDirect Connect for JDBC driver suite.

An Atos Origin company, Atos Worldline is a European leader in high-tech Business Process Outsourcing, dedicated to services and solutions covering the whole process of payment and information flows.

One of their representative developments involves offering a web platform for the many applications they provide to different companies — a development that relies on JDBC connectivity from DataDirect to access data located on MVS mainframe platforms.

With 2,500 staff members in France, Germany, Austria, and the UK, Atos Worldline generates annual revenues of €400 millions through three core areas of expertise: payment and card processing services, CRM services, and multichannel contact (Internet and voice services).

Daniel Heller, the Director of Development, heads the team of developers that manages all the databases and data warehouses for Atos Worldline. Daniel says that his team appreciates DataDirect SupportLink’s personalized support services. “The multiple means of accessing support are quite textured,” he explains. “So it really accommodates individual people and their preferences.”

Daniel reports that his team is very comfortable with DataDirect’s SupportLink technicians, and clearly benefits from the DataDirect customer support staff’s expertise in database connectivity. “Aside from being very responsive, DataDirect’s tech support engineers are also highly competent, he says. “My technicians truly feel a peer-to-peer kinship with the support personnel.”

And despite the many means available to access support services, Daniel notes that “when I speak with the people from my team that are using DataDirect’s support services, each one is always working with a single support staff member. That sort of personalized service is often unavailable even from vendors that are established industry titans.”

Daniel also appreciates receiving personalized support from the DataDirect account manager familiar with his account, who often sees issues through from beginning to end. He says that, whether the dealing with a financial situation or a technical problem, the account manager “will not let it drop until it’s figured out.”