

# X9 and IBM help the financial world go round



Because it is a nonprofit organization, X9 operates with a small staff and help from numerous member volunteers. Cindy Fuller, X9's managing director, is constantly looking for ways to streamline internal processes and enhance member interactions. "As a collaborative standards development committee, giving our members an efficient way to work with us and each other is critical," says Fuller.

In the summer of 2001, Fuller was exploring the idea of merging the organization's internal membership management system with its Web services system. In the middle of this effort, the hosting services provider that X9 had been using for more than seven years changed its business model and informed Fuller that it would no longer support X9's infrastructure. Fuller was forced to find a new hosting provider that could help X9 move forward with as little interruption to its operations as possible.

## Overview

### ■ **The Challenge**

*Quickly replace hosting services without disrupting operations*

### ■ **The Solution**

*IBM e-business Hosting™ and IBM Business Partner Aureus Solutions*

### ■ **The Benefit**

*A stable information technology (IT) environment and responsive customer service*

## Exceptional standards for monetary exchanges

The Accredited Standards Committee X9 is a technical standards developer that brings together more than 200 members, including banks, vendors, regulators, consultants, associations, retailers and others. Founded by American Bankers Association and now a separately incorporated organization, X9 operates under and is accredited by the American National Standards Institute (ANSI). X9 members address technical problems facing the financial services industry, finding the best solutions and codifying them as industrywide standards.

### Minting a stable solution

"I understand the intricacies of my business very well, but I don't have an expert background in IT," says Fuller. "I needed to find a hosting provider that could interpret our requirements and then help me understand the options."

Fuller contacted five companies about hosting X9's technology infrastructure. "Four of those vendors made it seem like my business model bored them," says Fuller. "But IBM got back to me quickly with a sensible proposal that picked up where we left off."

IBM connected X9 with Aureus Solutions, Inc., an IBM Business Partner. "From our point of view, the IBM and Aureus partnership is seamless," says Fuller.

Aureus migrated X9's systems to a multitiered IBM @server solution running Linux and the IBM AIX® operating system. IBM DB2® Universal Database™ serves as the backend database and Cold Fusion is the application driver. "The IBM infrastructure is working well and helping our operations move forward," says Fuller. "I wish we'd done this a long time ago."

IBM e-business Hosting provides Facilities Hosting services through an IBM e-business Hosting Center™ located a short drive away from X9's offices. Facilities Hosting gives X9 the benefits of colocation and offers easy access to optional management services.

### Banking on solid returns

"Our systems have been very stable, but if something doesn't work quite right, I can simply call Aureus and the problem is fixed within a day," says Fuller. "Even if there are questions about how our application's code works, I can get an answer that's clear to me."

"Our members have been so pleased that we've even been approached about selling our application—which is a big compliment to us and to IBM and Aureus," adds Fuller.

*"With the time constraints I'm facing, I want to just turn a switch and have everything working. IBM e-business Hosting and Aureus Solutions give me that."*

*—Cindy Fuller, managing director,  
Accredited Standards Committee X9*

### For more information

To learn more about this solution, visit the following Web sites:

**[ibm.com/e-business/hosting](http://ibm.com/e-business/hosting)**

[www.x9.org](http://www.x9.org)

[www.aureussolutions.com](http://www.aureussolutions.com)



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