

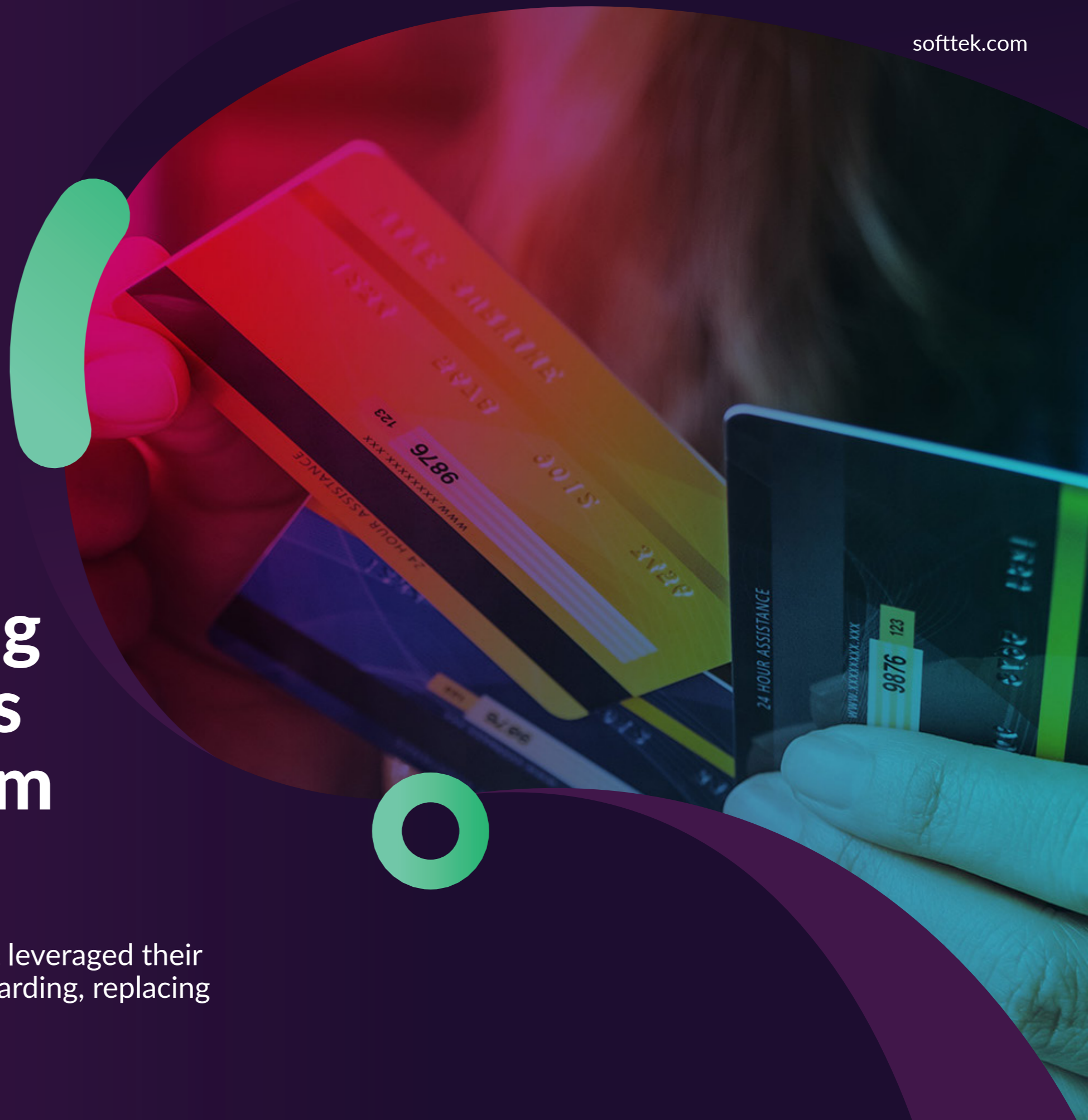


Softtek[®]

CASE STUDY / BANKING & FINANCIAL SERVICES

Top 5 largest bank in Mexico reduced time-to-market for integrating new products & services into its payment platform by 60+%

Softtek implemented a new payment platform with APIs that leveraged their legacy systems, and added new functionality for digital onboarding, replacing manual processes for new businesses enrollment.





About the customer

One of the most profitable financial institution in Mexico with a wide variety of products for retail, corporate and capital banking services.



TOP 5
largest financial
group in Mexico



+1,100
Branches



+8 K
ATMs



+150 K
TPVs





Business challenges

Bank needed to completely re-architect its payment platform to accelerate new business enrollment process & improve customer experience.

1

Increase market share and reduce client attrition.

2

Reduce time-to-market for new promotions, services & products.

3

Improve market intelligence for cross-selling promotions.

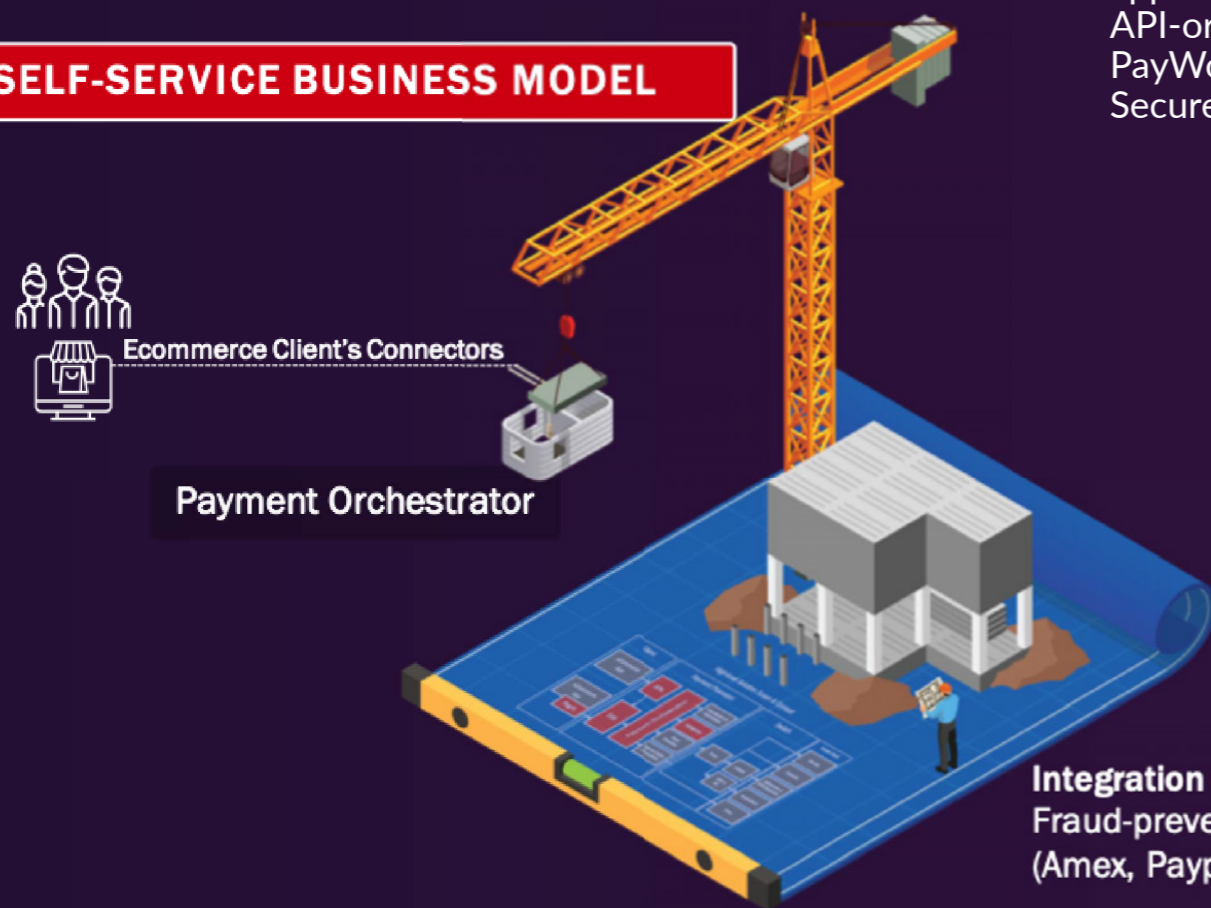
4

Solve integration complexity and performance issues.

How Softtek comes into play

Payment Orchestrator in a Self-Service Business Model integrating client e-commerce platforms with fraud-prevention & third-party (Amex, Paypal, Prosa, Discovery) platforms.

SELF-SERVICE BUSINESS MODEL



Advisory services for application architecture: API-oriented, integration of PayWorks, CyberSource & 3D Secure.

Incremental development approach: eCommerce APIs, POS, mPOS & Inter-networks.

Consultancy services for Tech Stack selection: Apigee, DataPower, JEE/WAS, Oracle.





Business impact

Softtek implemented a new payment platform using APIs to leverage bank's legacy systems, including new functionality for digital onboarding to replace manual processes for new businesses enrollment.



+60% reduction in time-to-market to integrate new products & services



Improved user experience & reliability for product designers.



Highly scalable, flexible & secure platform with high performance.



Architecture designed to increase responsiveness, availability & capacity.



Recover market share in electronic payments and e-commerce platforms.



Enhance customer experience for businesses.





ABOUT SOFTEK

Founded in 1982, Softtek is a global company and the largest provider of IT services from Latin America. With a broad portfolio of business-transforming products and solutions, Softtek helps Global 2000 organizations evolve their digital capabilities constantly and seamlessly, from ideation and development to execution.

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