

# CASE STUDY

## TRAVELEX: A Proactive Approach to Managing a Growing Payment Processing Environment

Travelex is the world's largest international foreign exchange specialist, providing Dynamic Currency Conversion (DCC) and full transaction payment processing and clearing services for over 1500 merchants and financial institutions across 12 countries throughout Asia Pacific and Europe.

Travelex is also the world's largest non-bank provider of international money transfer and remittance programs. Every year, it processes payments around the world for over 35,000 businesses to approximately 1 million beneficiaries. More than 750 financial institutions currently use Travelex as their outsourced international payment platform.

In February 2010, Travelex and Visa announced the launch of the first Visa Money Transfer service in Australia. The Travelex Visa Money Transfer service taps into Visa's global network, which connects more than 1.7 billion cards, and provides a convenient, cost-effective and secure way for consumers to send funds directly to recipients' Visa cards, both domestically and internationally. Australian consumers can make person-to-person payments, send funds to friends or family members, or make account transfers. For more information visit [www.travelexvmt.com.au](http://www.travelexvmt.com.au)

### The Business Problem

The exponential growth of Travelex's payment processing environment resulted in a new set of operational challenges for the Currency Select Business Unit, the part of the Travelex Card and Mobile Payment Division responsible for foreign exchange ATMs, POS, and E-Commerce initiatives. These operational challenges included the ability to:

#### Proactively manage a growing payment processing environment

As transaction processing volumes increased, so did the potential of application performance and switch capacity issues. Existing home grown tools were unable to help Travelex anticipate customer service complaints. Client banks and large merchant customers would report issues, and the IT operations and applications support team would deploy a number of manual development debug applications that would capture the issue – but only if it occurred again. These applications produced excessive traffic loads that impacted the available capacity on the Travelex switch.

#### Meet PCI compliance and industry security regulations for full data encryption

Another challenge that emerged from the use of their home grown debug files was the capture and potential exposure of card-sensitive data. To register as a third-party transaction processor with the major card schemes, Travelex needed to comply with the PCI DSS, standards and local regulatory requirements that stated the whole transaction message payload must be encrypted.

#### Maintain Service Level Agreements

Travelex's home grown tools did not provide visibility into application and transaction response times, or how Interchange partners were performing. It increasingly took greater effort to identify the root cause of network and application issues, making it challenging for Travelex to maintain Service Level Agreements with its clients and partners.

With INETCO Insight, Travelex gained:

- \$100,000+ savings per year in staffing resources
- Obtainable Service Level Agreements
- Proactive problem resolution
- PCI Compliancy
- Mitigated risk of application performance issues
- Prevention of switch capacity issues

*"The first thing I do when I come to work is grab my morning coffee and log onto INETCO Insight®. My customized screen view gives me an instant snapshot of all transaction delays occurring with client banks and merchant customers, across our entire transaction processing environment. I can now direct resources towards fixing identified network and application issues instead of spending days trying to manually pull information together."*

MARK WINGRAVE  
CARD AND MOBILE PAYMENTS  
TRAVELEX

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**Insight**®





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## The Business Solution

An INETCO® customer for over ten years, Travelex chose to deploy INETCO Insight® to meet their business transaction management and data encryption challenges, without increasing the capacity load on the switch platform.

INETCO Insight provided the granular data that Travelex needed to quickly isolate the root cause of issues causing transaction slowdowns and declines. Real-time alerting and historical filtering helped Travelex identify and proactively address customer service issues while meeting PCI compliance and industry security regulations for full data encryption. Graphing and reporting capabilities enabled the IT and applications support team to improve capacity planning efforts and share snapshots with the senior management team that explained transaction volumes during peak processing periods. A 24X7 dashboard provided a consolidated, real-time view into the transaction performance for all the various Interchange links, major client banks and merchants such as Visa, Master Card, First Data and FDI. Visibility into application and transaction response times helped Travelex ensure obtainable service level agreements were set and met.

*“Every time a call goes through to our helpdesk, we pay for it in resources and potential service level violations. INETCO Insight enables our IT and applications support teams to conduct inquiries into transaction history, identify anomalies, and proactively resolve issues first hand, resulting in significantly quicker resolution times and a decreased number of customer complaint calls into the operations center.”*

MARK WINGRAVE  
CARD AND MOBILE PAYMENTS  
TRAVELEX

## The Business Impact

With INETCO Insight, Travelex was able to:

### Proactively manage a growing payment processing environment

- Anticipate customer service issues by configuring real-time alerts such as decline rates from an Interchange partner and high transaction failure rates on an Interchange link
- Analyze peak processing times and fine-tune batch processing and auto settlement jobs to avoid issues with switch capacity overload
- Decrease staffing costs by quickly isolating the root cause of transaction slowdowns and declines

### Meet PCI compliance and industry security regulations for Visa

- Remain PCI compliant while analyzing and reporting on historical transaction data
- Ensure card-sensitive data remains encrypted throughout the entire problem resolution process

### Maintain Service Level Agreements with client banks and large merchant customers

- Monitor in real-time, the performance of various Interchange partners
- Baseline average application and transaction response times to establish obtainable service level agreements with both client banks and larger merchant customers
- Decrease payment network and application downtime through faster root cause isolation



INETCO® Systems Limited creates business transaction management software and communications gateway solutions for payment networks and EFT application performance management. The Company's flagship product, INETCO Insight®, delivers easy, fast access to complete, real-time transaction information for customer service teams, IT teams and senior executives that need to anticipate transaction issues and confidently manage complex, ever-changing transaction environments. A recognized technology leader in the TCP/IP payment transactions space, INETCO products are currently deployed within financial, retail, and telecommunications environments in more than 50 countries. INETCO is based in Vancouver, British Columbia. For more information, visit [www.inetco.com](http://www.inetco.com)

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