



Success story at a glance



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Client: Emerging Markets Payments Group (EMP)

Implementation:

The Compass Plus team performed various tasks, including some serious modifications of its existing products, in order to accommodate all requirements of EMP:

- development of new revolving credit card module for both private and business customers;
- implementation of installments scheme and debt collection module;
- design and implementation of rewards program (issuing loyalty).

Results:

- streamlined migration process in order to keep up with business growth;
- impressive cost savings;
- improved customer satisfaction;
- reduced time-to-market for many of its established products and services;
- new services added to its portfolio.

EMP Group: Staying ahead of the Market with an Advanced Processing System

The client

Founded in 2001, Emerging Markets Payments Group (formerly Mediterranean Smart Cards Company) was established to deliver world-class payments solutions technologies to banks, retailers, governments and consumer finance institutions to facilitate the rapid expansion of electronic payments in the Middle East and Africa. The company offers a wide variety of services that includes card and virtual card processing services, acquiring services to merchants and banks, and outsourced credit and payments services to retailers and consumer finance companies.

In addition to delivering a range of services and benefits to its clients, EMP's mission is to be at the forefront of the region's electronic payments evolution by partnering with financial institutions, retailers and governments to provide innovative payments solutions through the provision of premium, secure and trusted electronic payments processing services. EMP is committed to expanding and developing the payments market and to driving card penetration and other payment methodologies in emerging markets. The processor now serves more than 130 banks and 30,000 retailers and other merchants across 45 countries in Africa and the Middle East. It supports the full range of International Payment Systems including Visa, MasterCard, American Express, Diners Club and UnionPay, across stored-value, prepaid, debit and credit products, using the latest processing technologies.

A long-standing partnership

When EMP's existing processing system became a bottleneck in the company's development, its management and shareholders decided that due to the extensive growth of their business it was time to replace the existing platform in order to stay competitive in the market.

EMP reviewed proposals from a number of vendors whilst looking for a solution that would suit their business needs, which included:

- the ability to support multiple financial institutions within one product installation (the previous solution used by EMP required separate product installations for each new financial institution)
- multi-language and -currency support, advanced and high-performance card management functionality (credit cards, debit cards, prepaid cards, instant issue cards, etc.)
- full EMV and PCI DSS compliance
- a capable R&D and implementation team, with enough resources and expertise to deliver on schedule and within budget
- a partnership instead of customer-vendor relationship and a cost effective pricing approach.

Compass Plus was the best match to these criteria and EMP purchased the full processing product suite from Compass Plus: TranzWare Online, TranzWare CMS, TranzWare Card Factory and TranzWare Fraud Analyzer. As part of the project implementation, Compass Plus' team performed various tasks, including some extensive modifications to its existing products in order to accommodate all of EMP's requirements. These included the development of a new revolving credit card module for both private and business customers, the implementation of an installments scheme and the design and implementation of a rewards and loyalty program.

After TranzWare was implemented and the processing centre was certified with Visa, a joint project team from EMP and Compass Plus started the migration of EMP's customer-banks to the new platform. The Compass Plus team, which was heavily involved in the migration of data from the existing system to the new processing centre, developed and implemented a strategy that enabled a smooth migration experience, regardless of the challenges that arose. In addition to implementation services, training programs were carried out both onsite and at the Compass Plus training centre and a knowledge transfer initiative was set up, which involved consultants spending several months at EMP's premises during the project implementation phase.

During the migration, EMP continued to significantly develop its business: when the project commenced in early 2005, EMP served 16 financial institutions, the number has now increased to 130.

Strengthening the relationship

EMP's rapid business growth during the project implementation meant that the processor had to work simultaneously on two systems. The support from Compass Plus enabled EMP's team to not only master the migration process, but streamline it to keep up with the company's continuous expansion. Since the migration, the processor has benefitted from cost savings as well as increased customer satisfaction by adding to its portfolio and reducing time-to-market for products and services.

"Since 2006, Compass Plus has been our trusted partner across all markets in which we operate," said Paul Edwards, EMP Executive Chairman. *"As the leading payment processing company in the Middle East and Africa, we are keen to develop long-term strategic partnerships with leaders in other sectors of the industry; as such relationships are mutually beneficial and enhance the industry as a whole."*

Further collaboration

Since the initial project, the relationship between Compass Plus and EMP has continued to grow and a number of additional projects have been implemented successfully. In 2008, EMP became the first Egyptian payments processor to receive Level One PCI DSS certification. The following year, EMP became the regional processor for Diners Club International for a number of African countries after successfully completing certification in the international payment system. It also became certified in UnionPay in the same year.

In 2012, the processor was certified in AmEx and implemented online commerce security solution TranzWare e-Commerce. It also took the decision to offer remote banking services to its customers and implemented TranzWare Internet Banking and TranzWare Mobile Banking.

In addition, due to regulatory requirements to acquire transactions locally in various countries, EMP has installed a series of front end processors capable of driving ATMs and POS terminals for their customers in Algeria and Nigeria.

EMP and Compass Plus continue to work together on a number of projects across Africa and the Middle East, providing innovative products and services to financial institutions in more than 40 countries. Future plans include implementing an online loyalty and rewards program and support for Islamic banking principles.

Products

TranzWare Online

Dedicated to providing seamless integration and high-performance, TranzWare Online enables the secure processing of all types of transactions made with multiple card types via all delivery channels as well as driving and monitoring of a vast set of terminal devices – all on a single platform. In addition to traditional functionalities, TranzWare Online incorporates a wealth of innovative and unique features with modules such as Algorithmix – a scripting engine used to substantially change transaction processing logic and even manage fraud, as well as FIMI - a user-friendly web interface for remote access to the processing centre facilities – all allowing for superior user empowerment making customers the true owners of the system.

TranzWare Card Management System (CMS)

Being one of the most comprehensive products on the market, TranzWare CMS provides the tools to enable the efficient operation and management of card issuance and lifecycle, bank and merchant acquiring. The product also ventures into the broader retail banking territory to include saving account management, revolving credit management, instalments, loans, scoring and many more attractive features. TranzWare CMS includes a variety of built-in financial product templates as well as development tools that enable customers to design their own financial products or services. This offers financial institutions the ability to supply differentiated services with unrivalled longevity, giving them a competitive edge and helping to make the most of their technology investments.

TranzWare Fraud Analyzer

Capable of substantially reducing the risk exposure and losses associated with a wide range of fraudulent activities, TranzWare Fraud Analyzer provides advanced fraud detection, prevention and management. The product efficiently monitors, alerts and acts in response to suspicious actions of various system user groups based on pre-defined rules. TranzWare Fraud Analyzer incorporates case investigation and dispute management with extensions for transaction data analysis, operational reporting and the detection of patterns, trends and cross dependencies.

TranzWare Card Factory

Created to offer an EMV-compatible (M/Chip, VSDC) card personalisation and issuing centre, TranzWare Card Factory enables card issuing in a cost-effective, efficient and secure manner. The product supports the personalisation of all card types and can be scaled to accommodate an operation of any size - from a small in-house operation to multi-institution Third Party Personalisers (Visa/MasterCard).

TranzWare Interchange

Boasting great functionality, TranzWare Interchange automates a variety of interchange functions, adeptly processes large volumes of data and provides the efficient clearing and settlement of electronic transactions. Not only is it capable of satisfying the interchange needs of a financial institution operating in a complex environment, it is also highly adaptable and delivers efficiency to a financial institution operating in a relatively confined and simple environment. The product contains a number of built-in interchange schemes as well as mechanisms for creating and supporting payment systems of any complexity.

TranzWare e-Commerce

As one of the tools in the fight against online fraud, TranzWare e-Commerce is purposed for advanced and reliable Internet transaction authenticity checks based on 3D secure protocol and is a part of the verification by Visa and MasterCard Secure-Code programmes. TranzWare e-Commerce encompasses two independent ACS and MPI modules as well as a host of additional security features including various access certificates, digital signature verification, support of DPA/CAP, etc.

TranzWare Internet Banking

Based on cutting-edge technology, TranzWare Internet banking encompasses an array of options helping to establish a flexible, fully adaptive Internet banking system: both in terms of integration with external IT solutions and customisation of user interfaces and services. TranzWare Internet Banking comprises of the complete set of operations and settings required from a modern Internet banking system with additional features that provide unlimited opportunities in establishing a financial web service attuned to customer needs.

TranzWare Mobile Banking

Developed to address lack of extensive functionality as well as to improve security, TranzWare Mobile Banking utilises a specialised application (MIDlet) that enables all the facilities of full-fledged Internet Banking without any loss in functionality regardless of mobile device type whilst increasing security by using DPA/CAP, SMS passwords, digital identifier, iPIN, etc.

About Compass Plus

Compass Plus provides comprehensive, fully integrated and flexible payments software and services that help financial institutions and payment service providers meet rapidly changing market demands. Our diverse customer base spans retail banks, processing centres, national switches and personalisation centres in countries across Europe, Asia, Africa, the Middle East, North and South America. With more than 25 years' experience, Compass Plus helps build and manage all-scale electronic payment systems that generate new revenues and improve profits for its customers.

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