

# Case Study



**norvikbanka**

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

#### Client:

«NORVIK BANKA»

#### Goals:

- To replace the existing processing centre with a new flexible solution that offers a high level of support;
- Ensure continuous customer service throughout migration;
- Obtain open interfaces in order to be able to integrate with other banking systems.

#### Implementation:

- Whilst switching interfaces and transferring data the processing system was idling for less than an hour;
- Entire migration project, including installation, modification of TranzWare systems to the specific needs of the Bank, personnel training and preparation of data took only 6 months.

#### Results:

- Successful migration;
- Initiation of new projects: online integration of the processing system with the ABS and Internet-bank; EMV-certification in the VISA and MasterCard payment systems;
- Introduction of a fraud detection solution that makes it possible to react to new fraudulent methods in order to effectively protect the Bank's customers.



Infusing Tradition with Innovation

## NORVIK BANKA: Processing system migration broadens business development horizons

NORVIK BANKA (previously LATEKO BANKA) was established in April 1992 and currently is a part of the Icelandic group Straumborg. The Bank initiated card issuance at the end of the nineties and now has Principal Member status in the VISA and MasterCard payment systems, having issued in excess of 100,000 cards.

Collaboration between NORVIK BANKA and Compass Plus began in 2003, when the Bank chose to replace its processing centre based on TransMaster products with a new solution. According to Maria Golubeva, Head of the Payment Cards Department, *"the need to migrate arose due to the fact that the existing solution did not provide us with open interfaces for integration with other banking systems, flexibility in modification or a high quality of support"*.

Compass Plus won the tender to modernise NORVIK BANKA's processing centre after proposing its leading software products: TranzWare Online, TranzWare CMS and TranzWare Card Factory. The migration project of the existing processing centre became a serious test for both Compass Plus specialists and the Bank's IT staff. The key challenge during migration was to guarantee continuous and exceptional customer service throughout. Compass Plus rose to the challenge – during the switching of payment system interfaces the processing system was idling for less than an hour. The entire migration process including installation, system setup, modification of TranzWare systems to meet the specific requirements of the Bank, training personnel, preparing data and procedures of data transfer as well as test migrations took only 6 months from the contract signing date.

The replacement of one solution by another was only the first step towards the main goal of developing the Bank's retail business. Immediately after the Bank's migration to the new processing system it initiated several new projects:

- online integration of the processing system with ABS and the in-house developed Internet-bank. The integration project allowed these systems to exchange information about both the executed operations and new system objects in real time;
- EMV certification in the VISA and MasterCard payment systems.

In 2005, the Bank implemented the fraud detection solution TranzWare Fraud Analyzer, in order to address increasing levels of payment card fraud. The flexible system, which allows risk managers to both adapt the existing rules of fraud analysis and also create new rules in response to the manifestation of new fraudulent methods, makes it possible for the Bank to effectively protect their customers.

Today NORVIK BANKA is reputed as one of the most high-tech Latvian banks as it continues to achieve great successes and actively introduce leading technologies. In 2007 the Bank have completed 3D-Secure compliance project (ACS) with the MasterCard payment system, a measure that will safeguard Bank customers whilst they make online purchases.

### **TranzWare Online**

A high-performance, scalable, multi-card processing solution providing efficient electronic funds transfer, inter-network switching and handling of an unlimited number of devices and delivery channels. In addition to standard features, TranzWare Online is equipped with innovative and rare functionalities such as algorithmic function (TranzWare Online Algorithmix) and remote access to processing center facilities (TranzWare Online FIMI).

### **TranzWare Card Management System**

A feature-rich comprehensive banking solution providing efficient operation and management of back office activities. TranzWare CMS is flexible enough to facilitate the development of a multitude of financial products, thereby delivering a financial institution distinctiveness, competitive advantage and customer satisfaction.

### **TranzWare Card Factory**

An advanced EMV-compatible card personalisation and issuing product enabling timely and cost-effective response to market demands. TranzWare Card Factory supports personalization of any card type and can be fully customised to suit specific requirements of any financial institution.

### **TranzWare Fraud Analyzer**

Автоматизированная система, осуществляющая анализ данных о финансовых операциях, направленный на предотвращение мошенничества и снижение операционного риска в системах электронных платежей. TranzWare Fraud Analyzer эффективно отслеживает, предупреждает, а также настраивается на автоматическое реагирование на подозрительную активность различных групп пользователей системы. Система работает на основе predetermined правил, создаваемых с использованием SQL Markup Language и развитых объектно-ориентированных средств.

### **TranzWare e-Commerce**

3-D Secure совместимое решение по безопасному обслуживанию электронных продаж в Internet как со стороны издателя, так и эквайера. Данное решение входит в состав программ Verified by Visa и MasterCard SecureCode.

## PRODUCTS

### **About Compass Plus**

Compass Plus provides refined state-of-the-art products and flexible business solutions that drive all-scale multi-component EFT systems employed in the financial and retail industries, mobile and electronic commerce, interactive self-service business and in other trade areas that engage in electronic payments. Our in-house developed superior EFT solution – TranzWare™ – incorporates a comprehensive range of integrated customisable products and is fit to suit an array of customer needs. TranzWare™ solutions are capable of reducing clients' total cost of ownership, improving ROI, increasing efficiency and delivering great benefits to the end customers.

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