

Case Study



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Client:

Mediterranean Smart Cards Company MSCC

Implementation:

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

- 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;
- made impressive cost savings;
- improved customer satisfaction;
- reduced time-to-market for many of its established products and services;
- new services added to its portfolio.



Infusing Tradition with Innovation

MSCC: Staying ahead of the market with an improved processing system

The client

Established in 2001, Mediterranean Smart Cards Company MSCC is an Egyptian joint-venture company whose primary objective is to provide a sophisticated smart card processing environment. MSCC offer a wide variety of services, which range from capturing and authorizing smart e-payments at the merchant point-of-sale or at ATMs, to the clearing and settlement of such transactions.

Besides delivering a range of services and benefits to its clients, MSCC's mission is to provide high-quality, premium smart card payment processing services to banks across the Central and Eastern European, Middle Eastern and African markets, and to spread their knowledge and expertise of electronic payments. MSCC supports multiple schemes across stored-value, pre-paid, debit and credit products, using the latest processing technologies.

The challenge

As an EFT-processor, the Mediterranean Smart Card Company continues to grow its business rapidly and successfully across Africa; however its existing processing system had become a bottleneck in the company's development. MSCC's management and shareholders decided that there was no way they could slow down their business growth, and it was time to replace the existing solution in order to keep up with the market.

The solution

MSCC reviewed proposals from a number of vendors while looking for a solution that would suit their business-needs. Such a solution and vendor would be chosen upon the following criteria:

- genuine support for multiple financial institutions within one product installation (the previous solution used by MSCC required separate product installations for each new financial institution);
- multiple 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;
- capable R&D and implementation team, with enough resources and expertise to deliver on schedule and within budget;
- partnership instead of customer-vendor relationship, and a cost effective pricing approach.

Compass Plus happened to be the best match to the above criteria and the deal was confirmed. MSCC obtained a full set of Compass Plus' EFT processing products: TranzWare Online, TranzWare CMS, TranzWare Card Factory, TranzWare Fraud Analyzer and TranzWare Debt Collector.

As part of the project implementation Compass Plus' team performed various tasks, including some serious modifications of its existing products, in order to accommodate all of MSCC's requirements:

- 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).

Once TranzWare products were installed at MSCC's premises, configured and certified with Visa, a joint project team from MSCC and Compass Plus started the

migration of MSCC's customers-banks to the new platform. The Compass Plus' team participated heavily in the data migration from the existing system to the TranzWare products and dedicated considerable effort to the development and execution of the migration strategy, as some difficult situations arose. Besides implementation services, Compass Plus provided MSCC with training programmes both at MSCC's premises and at Compass Plus' training center. Along with training, Compass Plus administered a knowledge transfer initiative driven by Compass Plus' consultants who spent several months at MSCC's premises during the project implementation.

During the migration MSCC never stopped growing its business: when the project commenced, in early 2005, MSCC served about 16 financial institutions, to this date the number has increased to well over 70.

Results

MSCC had to go through the major challenge of replacing the processing system whilst at the same time growing its business rapidly. This, of course, involved working with two systems simultaneously for some time. However, MSCC's team, with dedicated support from Compass Plus, was able to master the migration process and streamline it in order to keep up with the continuous business growth.

Since the key customers have been transferred by MSCC to the TranzWare platform, not only has MSCC enjoyed additional cost savings, it has also increased its customer satisfaction rate, added previously unavailable new services to its portfolio, and reduced time-to-market for many of its established products and services.

Chairman of the Board, Mr. Filipe Dos Santos said: *"We strongly believe that in our case customer-vendor relationship is not enough. We are looking for long-term partners, who are able to see beyond immediate profits, provide us not just the technical workforce, but expertise and timely advice and help us be one step ahead of the competition. The fact, that we share such vision with Compass Plus was our primary driver to choose them as our vendor-partner."*

MSCC and Compass Plus continue to work together on a number of projects, all across Africa, providing superb services and products to financial institutions in more than 25 countries.

TranzWare Online

A processing solution offering a uniquely broad range of functionalities that enables effective processing service delivery for electronic payment systems, inter-host switching and support of unlimited numbers of devices and delivery channels. Over and above the typical set of functionalities, TranzWare Online boasts new features as application algorithm development support (TranzWare Online Algorithmix) and remote web access to the processing centre facilities (TranzWare Online FIMI).

TranzWare Card Management System

An advanced product delivering effective management of a Financial Institution's back office operations. The flexibility inherent in TranzWare CMS enables the support of a broad range of financial products thus giving the financial institution a competitive edge, as well as the ability to meet its customers' needs.

TranzWare Card Factory

A state-of-the-art EMV-compliant solution for effectively managing the card personalization process for any type of card. TranzWare Card Factory enables issuers to promptly satisfy the requirements of any market in a cost-effective manner. TranzWare Card Factory is fully parameterized to adapt to the requirements of any financial institution or card personalization bureau.

TranzWare Interchange

A state-of-the-art solution offering flexible parameterized mechanisms for scheduled clearing and settlement between participants in a payments system of any complexity or configuration. The solution automates the collection, processing, consolidation, storage, routing, formatting and distribution of clearing and settlement data.

TranzWare Fraud Analyzer

An automated system enabling analysis of financial transaction data for preventing fraud and reducing operational risks in electronic payment systems. TranzWare Fraud Analyzer is effective at monitoring and preventing suspect activities by different groups of system users. The system relies on pre-defined rules developed using SQL Markup Language and advanced object-oriented features.

TranzWare e-Commerce

3-D Secure compliant solution for secure electronic selling over the internet for issuers and acquirers. This solution is part of both Verified by Visa and MasterCard SecureCode initiatives.

TranzWare Debt Collector

A data warehouse and workflow based solution for streamlining and largely automating debt collection operations conducted either in-house by individual financial institutions, or on an outsource basis by specialized bureaus serving multiple financial institutions.

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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