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FAST FORWARD TO THE FUTURE

CASE STUDY

Payment Modernization
of a Leading Philippine Telco

Payments CMS | Payments API



Background

A major telco in the Philippines upgraded their payment orchestration platform, ensuring system stability and improving the overall payment experience for their user base. Stratpoint's agile dedicated team led the successful Payment Modernization project, which resulted in enhanced operational efficiency, increased revenue opportunities, and streamlined payment processing, empowering the telco to continue their leadership in the telecommunications and digital services industry.



Enhancing stability amid infrastructure

A leading telecommunications and digital products provider in the Philippines faced the critical challenge of maintaining a seamless online payment experience for their vast customer base. The looming deprecation of key services integrated with their Cloud service provider, coupled with the need to replace a payment gateway, threatened their payment orchestration platform's stability and functionality and created an urgency to upgrade their non-production and production environments to the newer versions for improved performance.

The payment system's architecture needed enhancements to ensure the resiliency and stability of the payment service ecosystem. The situation demanded immediate action to prevent potential system downtime, security vulnerabilities, and a negative impact on customer satisfaction. Without addressing these challenges, the payment orchestration platform would risk performance issues and miss the opportunity to introduce new features, fix technical issues, and resolve potential errors.

A holistic and agile approach to modernization

The telco engaged Stratpoint for an agile dedicated team to aid them in navigating this complex upgrade and transition while ensuring minimal disruption and enhancing performance and scalability. The Payment Modernization project aimed to upgrade the telco's payment orchestration platform's core technologies, integrate the new payment gateway, and implement additional features to enhance the overall payment experience.

The Payment Modernization project comprised two upgrades:

Version Upgrades

- Upgraded the production and non-production environments of the payment orchestration platform, ensuring compatibility with the latest Cloud platform service and enhancing system stability, performance, and security.
- Meticulous migration to the updated service, ensuring no downtime was experienced and all new features were supported.
- Seamless migration to the new payment gateway, maintaining uninterrupted payment processing and enhancing features and flexibility.
- Tailored the multiple integrations to fit the telco's specific requirements, ensuring optimal performance.
- Comprehensive testing and quality assurance throughout the process to ensure the upgraded systems and new integrations functioned properly and met performance standards.

Non-Version Upgrades

- Integration of new use cases into the system broadened the scope of services the telco could offer, making their payment ecosystem more versatile and resilient to market demands.
- Introduction of a new feature that empowers customer service representatives and eliminates the need for direct access to payment gateway portals.
- Addition of payment mode identifiers to streamline reconciliation processes for the telco's revenue accountants.
- Enhanced the payment service's web tool to allow for the configuration of Merchant IDs (MIDs)

The telco and Stratpoint worked closely together to prioritize feature development and minimize disruption to the telco's operations, with Stratpoint's agile dedicated team scheduling updates and migrations strategically to reduce downtime and impact on users. Furthermore, the internal team also received comprehensive support and training from Stratpoint's experts to equip the former with best practices in managing the new systems, enhancing the solution's overall effectiveness.

A fortified payment infrastructure

With Stratpoint's agile approach, the Payment Modernization project was successfully completed well before the six-month engagement ended within a pre-determined budget, even amidst complex technical transitions. The team also worked closely with the client's stakeholders, adapting to evolving priorities and addressing communication challenges with other internal departments. As a result, the telco ensured that their payment service remained online, secure, and stable throughout the transition.

The successful completion of the Payment Modernization project has had far-reaching effects on the telco's payment system. By ensuring that the payment orchestration platform was updated and enhanced, the telco achieved:



Increased Revenue Opportunities: The more reliable and scalable platform enables the telco to handle higher transaction volumes, opening doors for increased revenue.



Improved Strategic Planning: Better data insights and analytics empower the telco to make informed decisions and plan for future growth.



Enhanced Operational Efficiency: The upgraded technology stack has reduced the operational burden on the telco's teams, allowing them to focus on strategic initiatives.



Enhanced Security: The upgraded system incorporates advanced security features, protecting against vulnerabilities and ensuring compliance.



Streamlined Payment Processing: The integration of the new payment gateway has improved transaction efficiency and satisfaction.



Proactive Issue Management: Real-time monitoring and logging enable quick detection and resolution of issues, minimizing disruptions.

> **[The Stratpoint team's] hard work, dedication, and professionalism play a big part in all the activities that we have and I must say, working with this team is really a blessing. We have not felt that we are working the entire time because everyone in the team is self-managing, knows the priority, has its own initiative to work effectively, and is willing to extend a helping hand whenever it's needed.**
>
> The Telco's Information Services Group's Program Manager

A future-ready payment ecosystem

With a clear focus on payment stability, resilience, and forward-thinking innovation, the Payment Modernization project delivered a solution that addressed the telco's immediate needs and prepared them for future growth. With the success of the project, the telco's payment ecosystem is now more robust, scalable, and ready for whatever challenges lie ahead.

This project underscores the value of combining agile methodologies with deep technical expertise, ensuring that complex infrastructures can be updated and expanded without sacrificing business continuity or customer satisfaction. This further solidifies the telco's position as a leader in the telecommunications and digital services industry. By embracing technological advancements and proactively addressing challenges, the telco demonstrates their commitment to providing a seamless and secure payment experience for their millions of users.

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About Stratpoint

Stratpoint is the digital acceleration partner for companies ready to transform. With expertise in agile software development, quality assurance, Cloud, data, and AI, it empowers businesses to boost efficiency, improve decision-making, and gain a competitive advantage in today's digital economy.

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