

# Swedish and Nordic payment system implementation and operation

## case study



Point provides transaction management services for the Nordic and Baltic regions. It offers a range of services including secure communication, transaction routing, terminal management and statistics and reporting. At the heart of the provided services is a sophisticated Postilion transaction processing system.

Point's highly-skilled team possess a range of specialist skills which combine to provide a strong and comprehensive coverage for technical areas. Its business development programme required extensive development of its Postilion platform and its operation. This necessitated an exceptionally high level of Postilion expertise and knowledge.

Following an introduction from S1 (now part of ACI Worldwide), the Nordic processor contacted Polar Moment, a leading provider of business and technical consultancy to the payments industry. Polar Moment works closely with Point on all Postilion-related activities. This included the design of a cross-border solution, liaison with payment system vendor's technical teams, installation and configuration of servers, testing, and development of production operations procedures.

## Cross-border solution design

---

Drawing on its unique Postilion expertise, Polar Moment was able to facilitate the design of a cross-border solution ensuring that Point's commercial proposition was properly mirrored in the Postilion system functionality. Liaison with the vendor's technical teams ensured that technical requirements were fully understood and reflected in the business solution specification (BSS) for the initial implementation and subsequent software releases. This resulted in the right solution being delivered and the business requirements being fully addressed.

Polar Moment also provided installation and configuration services for the test and live Postilion servers. Using knowledge and expertise from other installations, the Polar Moment team ensured that best practice standards were implemented – increasing productivity and strengthening the value proposition to the client.

# Testing and live system implementation

---

Testing each software release from S1, Polar Moment liaised with the software vendor to resolve any issues quickly and efficiently and ensure fixes were delivered promptly. Following an extensive testing process, Polar Moment worked with the Point's technical teams to implement the live system, including interfacing to the major acquirers in the Nordic regions.

## Production operations

---

Through the development of production operation procedure, Polar Moment ensured high availability of Point's business-critical payment systems. Partnering with key staff within the client organisation, Polar Moment also delivered production operation support that included the delivery of out-of-hours support as required. This enabled Point to call on the extensive Postilion knowledge and expertise held by the Polar Moment team to quickly resolve production issues. In addition, the Polar Moment team provided regular performance reviews of the Postilion environments including servers, storage, databases and configuration to maximise transaction throughput in response to Point's rapidly increasing business volumes.

## Outcome

---

Following a successful partnership with Point, Polar Moment continues to work with the company's business and technical teams to develop plans for future development and support of its payment systems.

Polar Moment was initially recommended to Point by S1 who had confidence in the company's ability to deliver a high level of software and industry knowledge and expertise. Polar Moment was selected due to the unique ability of its staff to rapidly understand the client's business challenges and technical objectives.