PolarMoment
Payment Industry Consultants

Design, delivery and implementation of a disaster recovery solution for a leading fuel company

case study

We work with one of the world's leading fuel companies. The client has forecourts in more than 100 countries worldwide and operates a major fuel card programme across Europe. Its cards are accepted at over 10,000 sites, delivering cost and time savings to customers.

Payment platform

The multi-national company operates a sophisticated pan-European card payment processing platform within the Czech Republic. The platform is based on payment software from a leading vendor. The client uses this platform to process its own-label fuel cards, third-party fuel cards, and credit and debit payment cards. The system processes up to 20 transactions per second.

To ensure an uninterrupted service operation for its customers, the client wanted to implement a disaster recovery solution using Double-Take software. It approached the payment software vendor for support. Implementation of disaster recovery solutions was not a core activity for the vendor and it had limited experience with Double-Take.

Testing of Postilion upgrades

The software vendor required a team of experienced payment experts to fill a short-term resource gap to enable it to deliver the disaster recovery solution to its client.

As a highly-credible and independent supplier of payment consultancy services, Polar Moment was chosen to help the vendor deliver the disaster recovery solution. We provided experienced consultants to deliver the customised Double-Take product as the client required.

Following a short period of familiarisation, Polar Moment developed and proved a test system in the UK, based on the client's configuration. Once proven, we installed the solution on the client's staging platform in the Czech Republic. Here we completed detailed system testing and performance proving, prior to live operation. Once live, Polar Moment consultants provided ongoing support to the client to ensure any early adoption issues were resolved.

Outcome

Polar Moment was chosen to work on the project based on its proven ability to provide excellent technical skills and strong client-facing capabilities.

We designed, delivered and implemented the disaster recovery solution in a matter of weeks, fulfilling the client's business and project timeline requirements. Our success in working with the software vendor has led to a strong, trust-based relationship. As a result, Polar Moment has been invited to work on numerous high-profile projects for both the vendor and many of its other customers.