

# CASE STUDY



## Leading Payments Processor Implements CORE360 for Electronic Statement Delivery

A global technology and payments processing leader serving more than six million merchant locations, thousands of card issuers, and millions of consumers worldwide, this client uses CORE360 to securely process transactions and harness the power of the data to deliver intelligence and insight for its customers. Worldwide, they process over 3,000 transactions per second, every day, equalling \$2.4 trillion per year. In the US alone, they process 45% of all credit and debit transactions.

*“... by using a multi-channel approach to communicating with your customers, you can improve customer satisfaction and dramatically increase the response rates of your marketing efforts.”* From customer product overview

### Challenge

In order to stay ahead of the customer demand for electronic statements and to provide financial institutions with a lower cost alternative to paper statements, this world leader in payment processing required a high-performance, electronic document delivery solution that could be integrated with their existing printed statement composition application.

### Solution

In 2006 this customer implemented CORE360 as the statement and notification delivery engine with their CCM offering. This client states, “<CCM product> is a multi-channel electronic delivery solution capable of converting virtually all customer communications to electronic format. It generates and delivers secure, content-rich electronic documents to your customers through a variety of delivery channels, including e-mail, Web and SMS.” Extensively utilizing the multi-tenant and clustering capabilities provided with CORE360, this client provides efficient and secure document delivery services for their customer base, processing an average of over 120 million documents through CORE360 annually.

### Benefits

- Efficient use of resources for a multi-tenant service provider environment.
- Integrated with document composition engine which produces print stream output.
- Integrated with central authorization service for customer enrolment and login convenience.
- Highly scalable, clustered solution for redundancy and efficient use of hardware resources.
- Extensive delivery tracking capabilities provide with CORE360 integrated with customer print service for automatic printing if electronic delivery fails.
- Integrated with customer developed web applications using CORE360 APIs.



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