

# comforte Payments Suite – Enabling digital payments transformation



The payment ecosystem is in the most disruptive period of its history. To implement new innovative business models, banks need to focus on their digital strategy and go through a digital transformation. Planning and executing new digital business models is complex and usually can't be supported by existing systems as they lack the required flexibility. As a result, business agility becomes a major concern.

**?** **How is it possible to stay on top of the changing payments market?**

**?** **How can organizations ensure they are ready for the future of payments, are compliant with regulations like PSD2 and maximize operational efficiency?**

Discover how comforte can help your organization to differentiate and grow in the payments market.

## Quick Facts

### Challenges

- Changing market with new competitive pressures
- New, disruptive regulations like PSD2
- Demand for new payment channels
- Risk of losing customer touch points
- Risk of losing market share to competitors
- Long time-to-market for new products and services

### Solution

- Universal channel management for payments
- Built-in concepts for PSD2, open banking & open APIs
- Effortless integration with large legacy platforms
- Holistic and integrated card management

### Benefits

- Stay on top of the changing market
- Ensure compliance
- Widespread cooperation strategy in FinTech relationships
- Maximise operational efficiency
- Reduce cost per transaction
- Proactively drive digital payments transformation
- Seamlessly orchestrate customer interactions & touch-points across all channels

## Challenges – Strategic Growth in a fast-changing market

**The retail payments ecosystem is undergoing major changes resulting from disruptive technologies, new players with innovative business models and new regulations.**

New digital-born organizations become a catalyst for change while preparing to capitalize on market dynamics. Consumer behavior is changing and creating demand for new types of payment channels, which must cooperate with an increasing number of payment service providers. Legal and regulatory requirements are forcing banks to share customer data and to become more transparent.

**We have already entered a new agile payments world – moving away from traditional approaches to real-time online payments.**

### To stay relevant banks have to...

- Deliver additional value with a customer centric approach
- Deliver & orchestrate services across all digital channels
- Keep contact with customers and keep up with increasing customer experience expectations
- Get real-time insights to any customer touchpoint
- Become more agile and adapt faster
- Ensure compliance with regulations like PSD2
- Improve the effectiveness of payment service offerings
- Modify their business model to grow existing revenue streams and develop new ones

### ... whilst controlling costs.

Traditional payments systems that are in place today were not created with fundamental design principles such as flexibility and agility. As a result, it can be difficult for businesses to offer their services on new channels or to adapt their processes to comply with new regulations. This poses major issues for business as well as IT.

## Solution

### Securing growth is only possible with a new approach to payments.

The comforte Payment Suite redefines the way payment organizations can ensure their business success. Due to its flexible and open architecture, it forms the ideal platform for digital banking transformation.

The comforte Payments Suite is composed of independent applications that can either run stand-alone or in a seamless integrated environment. The microservices based architecture makes it possible to perfectly tailor the solution for any organization – according to their specific business and technical needs.



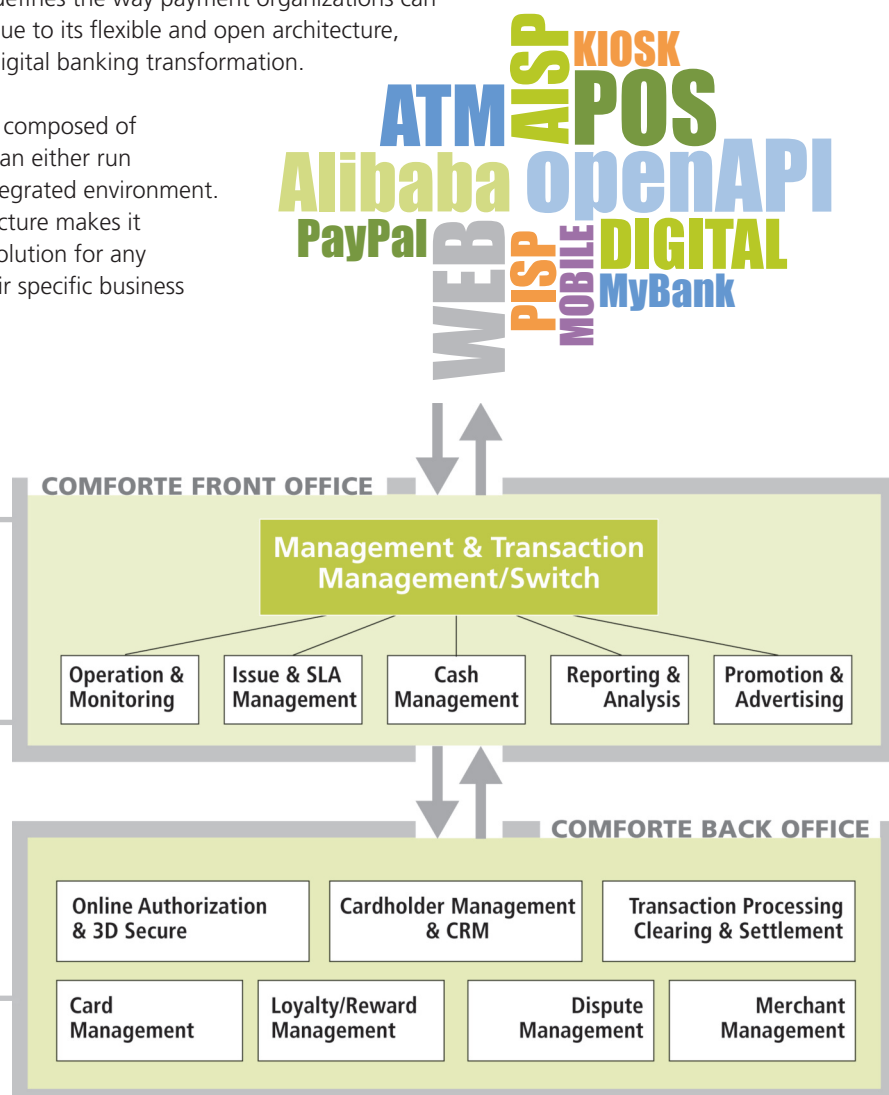
Financial Institutions  
Authorization



Gateway








Financial Institutions  
Core Banking  
Integration



## Front Office

The comforte Front Office is an omni-channel management solution that enables banks, financial institutions and independent service organizations to proactively and effectively manage all of their payment channels. This includes vendor agnostic integration of ATMS, kiosks, EFTPOS terminals, mobile devices and web interfaces. Acting as a harmonization layer between a stable Card Management System and a fast-changing agile payments world, it enables banks to implement new services much faster. The fully automated, secured and integrated solution allows seamless orchestration of customer interactions and touchpoints across all digital channels and all devices out-of-the-box. It provides:








-  A Payments API Framework for PSD2, open banking & open APIs
-  Access to Account (XS2A) functionalities for Account Information & Payment Initiation Service Providers (AISPs and PISPs)
-  Effortless integration with other industry leading platforms like PayPal, MyBank, Alibaba or others
-  Capabilities for Acquiring and Point-of-Sale (POS) scenarios, including mobile POS
-  E-commerce cashing and the enablement of digital wallet scenarios that cover remote & proximity payments, customer loyalty programs, digital marketplace and tap & pay

> **In a world of changing demands, new APIs and fast evolving channels, a well-maintained front-office is the key to success.**

While the comforte Front Office integrates out of the box with comforte Back Office it can also easily integrate with existing Card Management (CMS), Customer Relationship Management (CRM) and Customer Experience Management (CEM) and settlement systems

## Back Office

comforte's Back Office system is an integrated card management system for credit, debit, pre-paid and virtual cards. It provides:

-  Card Management including onboarding, accounts and cards life cycle management, card portfolio management, fast creation of new card products, centralized budget management, geo blocking, strong authorization and authentication
-  Risk Management including credit scoring, fraud and dispute management
-  Full transaction processing including clearing & settlement of acquiring and issuing transactions, fee calculations, accounting and core banking integration
-  Loyalty programs and promotions management including interfaces to Customer Relationship Management systems (CRM)
-  Comprehensive merchant acquiring including real-time settlement
-  Billing including bill consolidation, electronic bill presentment and payment (EBPP)
-  Reporting and analytics

comforte Back Office is a comprehensive and holistic system of back office banking products, which acts as a single access point both to comforte Front Office and other financial clearing systems.

## Internet Payment Gateway

To support a fast-growing e-commerce environment, the Internet Payment Gateway (IPG) offers banks and merchants the ability to control and manage electronic payments and financial flows. Offering a flexible merchant integration – independent of hardware or software platforms – the IPG is tailored to merchant needs: from out-of-the-box setups to customized solutions for big volume merchants with specific requirements.

Using state-of-the-art security protocols like 3-D Secure guarantees both the merchant and the consumer maximum protection against fraud.



## Implementation

The microservices based architecture of the comforte Payments Suite allows a fast implementation tailored to the needs of every organization. comforte's Payment Suite integrates out-of-the-box with existing core banking infrastructure for issuing collection and payments dispositions on the digital banking marketplace. This has been proven time and time again with more than 40 successful implementations worldwide and over 20 years of experience.

- > **The comforte Payments Suite already processes millions of transactions today – in real-time, 24/7, with absolute reliability and scalability to support business growth.**

## Take it to the next level – Benefits

The comforte Payments Suite enables you to proactively drive digital payments transformation and accelerate your business success. It provides the necessary capabilities to adopt new agile strategies and enables you to stay on top of the market. Ensuring compliance with regulations like PSD2 while also reducing the costs of API development and maintenance is crucial. Stay ahead of the crowd in implementing disruptive applications and gaining market share.

Furthermore, it helps you to get real-time insights into any customer touchpoint and to deliver additional customer value due to its innovative and flexible omni-channel management. And all that while improving the cost effectiveness and decreasing the cost per transaction and per payment terminal for your existing environment – to maximise your operational efficiency.

- > **Expand your business and develop new revenue streams – with the comforte Payments Suite.**

### Why comforte?

*With over 25 years of experience creating mission-critical solutions and banking customers all around the world, comforte is the perfect partner for organizations in the payments industry.*

*The comforte Payments Suite has been built from the ground up to best address the needs of payments providers in a world that is driven by digital business and empowered consumers.*

*Together, with our partner ecosystem, we provide digital payment transformation expertise, an innovative technology suite and local support.*

### Find out more

#### **The time to start your digital transformation is now!**

Schedule a discovery workshop with us today to get a free value assessment and to explore how we can help you to grow your payments business.

To find out more, talk to your comforte representative today and visit us online at [www.comforte.com/payments](http://www.comforte.com/payments)