Common Aggregated Payment platform for improved public service

An eGovernance initiative in West Africa

Background

We built a payment platform for one of our African clients. There was a big need to create an organized payment ecosystem to resolve the existing problem of heavy realiance on cash-based transaction. The existing market landscape in the country - with a large un-blanked population and prevalence of monetary frauds and lack of security being major concerns - innovative and unconventional methods to leverage the case money in online portals were sought. The conventional systems (e.g., credit cards, net-banking) are not prevalent in this region of the world as, again, it is a heavily cash dominated region. Plastic money (credit card) is sparingly used. There is no net-banking consolidation either for usage by third-party merchant applications.

Key Challenges

The primary challenge was to develop an online payment platform which can be used by common people for making their payments for varied purposes. To ensure that the solution is easily and effectively used by majority population, multiple options for payments were required to be developed. Special care was required to be taken for the security feature in the solution, so that the customers can use the solution without any fear of fraud. To make this solution widely acceptable, it was required to be integrated with a Core Banking Solution (CBS) of majority of banks present in this region.
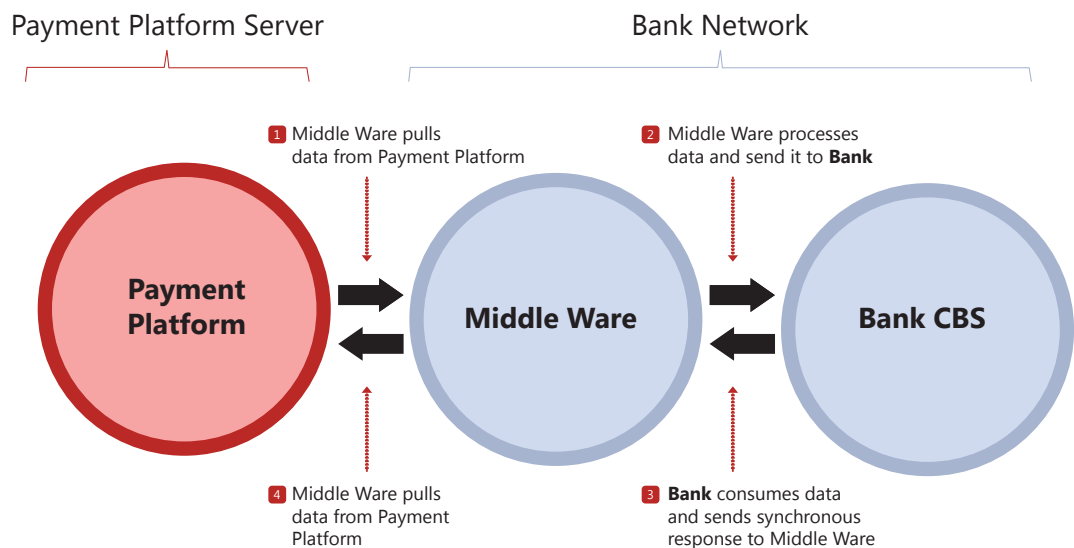
Our Solution

An online payment solution called - unique and one of its kinds - was developed by TekMindz. The solution enables companies and institutions to present bills to their customers in a simplified and transparent manner. The solution allows customers to make payments on the presented bills in a manner that ensures that the payment is validated and the company and/or institution receives its funds. The service provides customers with multiple payment options and allows companies and institutions to focus on core business rather than worry about billing and payment collection. The solution developed is robust and completely security proof with special measures taken regarding account flexibility, performance, stability and ease of use of the application. The solution is further extended with:

Mobile Interface: Integrated Mobile Application can work with most mobile supported internet communication channels such as GPRS, WiFi etc. to connect to the server placed on Cloud. The application is available for various platforms including Android, iOS, Blackberry and custom Mobile POS etc.

Extended International Services: This add-on is being developed over core payment platform to extend payment services in international currencies including USD, Euro, and Pound Sterling etc.
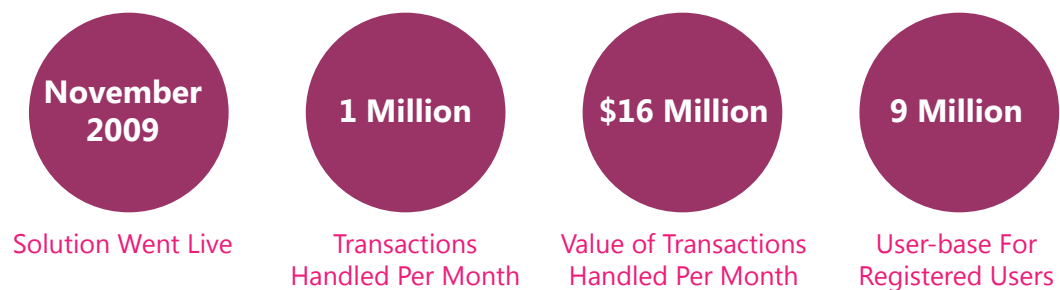
Features

- Real Time User Authentication
- User Privileges – Access Control Mechanism
- eWallet to eWallet Fund Transfer
- Check Balance - Funds in eWallet
- Real Time Payment Request for other eWallet
- Monitoring of Payment Requests
- Approval of payment request
- Integration with Core Banking Solution of Major Banks
- Developed with security standards including VBV & MCS

Payment Platform Server   Bank Network

1 Middle Ware pulls data from Payment Platform

2 Middle Ware processes data and send it to **Bank**

Payment Platform   **Middle Ware**   **Bank CBS**

4 Middle Ware pulls data from Payment Platform

3 **Bank** consumes data and sends synchronous response to Middle Ware

Results

The application has now been functional for over four years and is continuously evolving. Major national banks have been further added. Over 50 Merchants have collaborated for payment of their products and a complete custom payment mechanism and a complete, dedicated accounting system has been developed for the application.

November 2009

1 Million

$16 Million

9 Million

Solution Went Live

Transactions Handled Per Month

Value of Transactions Handled Per Month

User-base For Registered Users

About TekMindz

TekMindz is an IT consulting & technology services company with headquarters in India, serving clients across Asia/Pacific, Middle East, North America and Africa. Bringing together technology, people and processes across diverse sectors for organizations around the world, TekMindz enables business enterprises and governments to most effectively serve their customers and citizens.

Know more about us by visiting our website at **www.tekmindz.com**

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