

Improving Digital Payments Infrastructure in a Global Market

Creating a payments engine RFP for a US-based Fortune 100 company

PAYMENTS

TRANSPORTATION

USER EXPERIENCE

INTRODUCTION

A global transportation company, headquartered in Atlanta, Georgia, wanted to centralize and simplify their payments infrastructure. Their current infrastructure could not support the high number of payments channels, which resulted in an inconsistent user experience and costly legacy system updates. It was important to find a payments engine that would help consolidate existing systems and meet their business strategy moving forward. Levvel's proprietary RFP best practices and deep industry knowledge would help provide the client with a targeted list of vendors that would meet its technical and business needs.

“ Because the payments industry is rapidly evolving with new technologies, the client needed to increase efficiency, reduce costs, and meet their customers' experience expectations. ”

CHALLENGE

The high level of fragmentation with the client's current payments ecosystem was a primary challenge. Support for different payment methods was inconsistent across existing channels, which resulted in inefficiencies across the system. Because of these inconsistencies, system-wide updates required particular modifications for each channel. This issue was further complicated by the changing security and regulation standards within the payments space.

Other challenges included:

- Inconsistent user experience across channels
- Issues like double-credit refunds and difficulty locating payment information
- Lack of flexibility in how customers make payments
- Inability to accommodate new/modern methods of payment
- Inability to expand customers' options for reward points redemption across services



By leveraging a payments engine, the client would have a central hub to unify all the payment channels, making its system more consistent and adaptable.

Scott Harkey, Chief Strategy Officer and Head of Payments



APPROACH

Levvel's mission was to identify the best payments processing partner for both the client's current and future payment needs. The client's motivations for pursuing a more adaptable payments infrastructure arose from the realization that such changes could drive revenues by simultaneously cutting overall development costs, increasing efficiency, and expanding revenue streams. Levvel's payments team worked in tandem with the client to determine the best vendors for this implementation.

Levvel's plan of action included:

- Interviews and vendor demonstrations based on initial RFP responses
- Determine three best vendors for the system's existing architecture and needs
- Two-part presentation on final vendor recommendations:
 - Outlined vendor benefits through standard metrics and alignment
 - Deep analysis of vendors' business aspects, alignment with client's overall business model, and future currency expansion

In addition to providing RFP-driven recommendations for vendors, Levvel's expertise in the digital payments space allowed for additional suggestions based on the client's future roadmap.

RESULTS

Based on the industry-level analysis, the client was able to determine the best digital payments processor for their future roadmap. This allowed the client to confidently move forward that their chosen payments engine solution was feasible, comprehensive, and aligned with current business needs.

TEAM SIZE



TIMELINE

🕒 6 months

With the vendor chosen, the client was able to:



Develop and focus on a single, unified, and consistent user experience



Expand and modify payments framework



Implement a modern payments experience for customers



Stay competitive in both current and future markets

Visit us to learn more about Digital Payments.

www.levvel.io