RS Software

Enhancement of Payment Gateway and Virtual Terminal to Support Fraud Monitoring

The Need for Fraud Detection

In a rapidly changing world of payments, regular monitoring and frequent updates of merchant acquiring portfolios and payment acceptance profiles are crucial for merchant acquirers to stay ahead of the competition. One of the world's largest electronic transactions processing companies providing innovative payment solutions and serving multiple merchant segments was facing problems in detecting fraudulent transactions processed by their payment gateway. This was resulting in a large number of chargebacks, and dispute resolution was severely impacting bottom lines.

The company turned to RS Software for real time fraud monitoring services aimed at benefitting merchants by preventing financial losses from disputed transactions and advancing the company's risk profile.

Solution Highlights

RS Software integrated a real time fraud detecting tool with the payment gateway. Card not present ecommerce and MOTO transactions were closely monitored and a risk score was provided for the transactions to determine their risk levels.

The merchant boarding application was enhanced to allow merchants and agents to modify merchant profiles for participation in the real time risk scoring service. Merchants enrolling in the monitoring program were notified in English and French, with credentials to login to the monitoring system. The gateway was enhanced to accommodate this additional trip and corresponding workflow, with minimal impact on total response time, throughput and scalability. An automatic override option enabled

merchants to forcefully send the transactions with appropriate risk score to the networks for further processing. The virtual terminal was also modified for merchants not opting to override transactions, so that they could view suspect transactions for further action and either approve or decline them. The risk score and transaction data was stored to help merchants troubleshoot transactions, and the virtual terminal reports were enhanced to show the risk score and status of the transactions. Continuous oversight from our subject matter experts and technical architects provided the in-depth understanding of the fraud monitoring tool, pre-empting exception paths and ensuring seamless and secure integration.

Value Delivered

RS Software delivered a host of values on this assignment. A reduction in transaction fraud enabled the acquirer processor to negotiate better rates with card schemes. It also enhanced merchant confidence, increased market share and helped the processor derive the benefits of regulatory compliance. It considerably boosted the processor brand enabling business expansion to enter new market segments.

The vast domain knowledge curated over the years helped RS Software design the solution implementation with minimal impact on response time, throughput and scalability. Our subject matter experts helped address the different exception scenarios, eliminating post implementation challenges. Our designers and test leads optimized the test scenarios covering the different message types supported and the optional feature combinations. This helped the project to complete within a very short timeline. Our knowledge of security and compliance needs of the payment industry helped comply with PCI DSS compliance standards.

About RS Software

RS Software is a leader in providing vertically integrated solutions for highly complex, mission-critical payments environments. Today the company serves a client list that includes leading global payment brands within the electronic payments ecosystem including acquirers, issuers, payment networks, and other financial institutions. RS Software's exclusive focus on the payment industry forms the basis for its proprietary processes and methodologies that improves time to market for its clients. The company's global delivery model and knowledge transfer disciplines ensure that its cross-culture experience enables maximum value to the customer from start to finish.