

FWS HELPED LEADING RISK MANAGEMENT FIRM TEST FINANCIAL TRANSACTIONS FOR 800 WEBSITES



The Client

The client is based in Israel and handles cyber risk management for their merchant customers. They search for and prevent suspicious activities involving hidden transaction tunnels, money laundering and fraud. The client improves the quality of e-commerce transactions and facilitates merchant business decisions by assembling and analyzing risk intelligence data.

Challenges Faced by the Client

The client needed to test financial transactions involving payment gateways on hundreds of websites. The client also wanted to validate a testing tool and was seeking to achieve a 100 percent pass rate on the 800 websites to be evaluated. The ultimate client goal was to ensure that website customers were presented with a problem-free and risk-free buying experience.

The project entailed three significant challenges -

- + Initially only 10 percent of gateway payment transactions passed
- + The testing tool was not fully functional at the beginning of the project
- + The client wanted the number of passing transactions to increase each day

FWS' Solution

Flatworld Solutions' data management and research specialists developed this solution -

- + The team included 24 data management experts to facilitate rapid coverage of 800 financial gateway websites
- + The client provided a three-day team training session to elaborate about key operational procedures
- + The team assessed the testing tool and initial pass rates for the target payment gateways. Only 10 percent of websites passed the initial review. Team members determined that the testing tool was not functioning properly
- + The project team identified several faults with the testing mechanism
- + Incorporating suggested changes from the project team, the client made multiple testing tool improvements
- + The team produced daily transaction improvements and quickly improved the pass rate to a range of 60-65 percent
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The Results

This project demonstrated the importance of a strong working relationship between outsourcing firms and their clients. In this case, there was extensive and seamless cooperation between the client and the Flatworld Solutions data management team.

We have consistently demonstrated our passion for satisfying international clients during 12 years of successfully delivering data research projects like this one.

Partner with Flatworld Solutions - A Leader in Data Processing Services

Flatworld Solutions is a global outsourcing consultant specialized in delivering [data processing services](#) to customers across the world. Our proven expertise in data management has been instrumental in delivering most promising results in the industry. Our well-experienced staff and latest technology resource have brought immense value to clients in terms of [affordable cost](#) and speed of delivery. With state-of-the-art global offices, we make sure that you receive our services with care and quality. We also offer other services such as [transaction processing services](#), [data deduplication services](#), [data mining services](#), and more.

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