

Case Studies

## Auswide Case Study



### At a glance

Boosting a community bank's technology & digital capabilities so they can concentrate on what they know best - **building deep relationships with their customers**

### About Auswide

Auswide Bank has been operating for over 50 years in Queensland Australia. It is Australia's 10th bank with assets under management of over \$4 billion and is listed on the Australian Stock Exchange as an Authorised Deposit-taking Institution.



# The challenge

Auswide Bank was looking for seamless ways to grow its business, products and services, and continue to excel as a leading national banking group, but over time its traditional ATMC processing system became outdated and harder to maintain. It was slowing them down and required increasing resources.

The bank was looking for a system that is:



## Future Proof

Has a payment processing platform that could keep up with ever-changing PCI-DSS standards and new payment methods



## Easy to integrate

Fast and smooth migration to a new system that could easily connect to their existing core banking system.



## Flexible

A solution that could be quickly customized and extended based on the market demand.



## Secure

Built-in security in mind, PCI-DSS compliant and PA-DSS certified



## Affordable

A cost-efficient system (both in terms of deployment and maintenance)

# The solution

Auswide Bank chose to implement the EFThub to replace their legacy payment switch. The main drivers for this decision were the platform's cost-efficient monthly flat-fee pricing model, advanced modular design, system scalability and ability to adapt to current and future needs.

The EFThub platform was delivered to production in record time and without a need to invest heavily into additional hardware and infrastructure.

The EFTsim (EFTlab's unique end-to-end testing suite) allowed Auswide Bank to move faster during the pre-production phase and has been providing ongoing system performance and quality assurance testing.

### EFThub modules in use:

- » Card Management
- » Authorization
- » Transaction router
- » Message bus / translator
- » Terminal management
- » Data-warehouse
- » Transaction security management
- » PIN management
- » E-commerce control
- » Product Validation

## The result

The EFThub helps Auswide Bank grow faster and provide its customers with innovative products and services that are competitive in the Australian market.

Auswide Bank is now ready for increasing demands in transactional processing, and the new platform allows them to accept virtually any incoming financial or non-financial messages.



### The EFThub's enterprise architecture design allows Auswide bank to:

- » Meet future performance and safety requirements
- » Quickly add new payment methods and products
- » Easily integrate with other systems through APIs
- » Provide a better customer experience
- » Easily customize and upgrade systems with less risk
- » Monitor and analyze transactions/customer behavior

*"Today, Auswide can offer even better customer services and extend their product offering in the future to be competitive in the Australian market."*

Head of IT Operations at Auswide Bank Ltd



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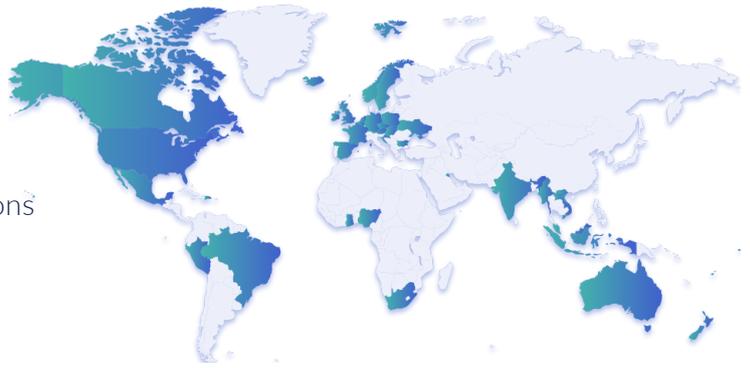
 EFTlab

# Helping 70+ customers globally

EFTlab is a leading Fintech that has been helping more than 70 financial institutions around the globe reach new standards in payment processing and curate Next-Gen payment experiences.

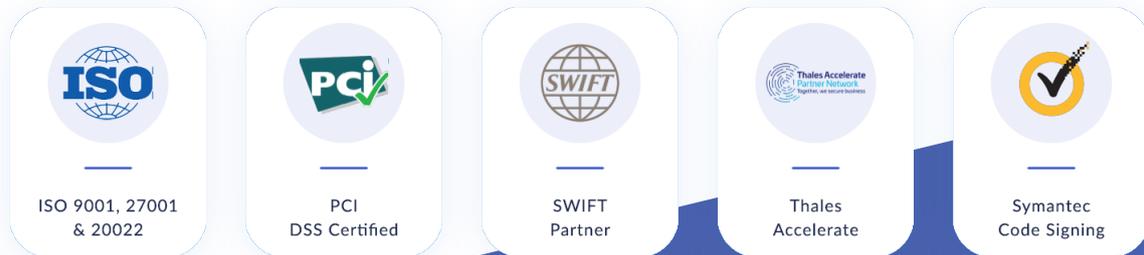
Our team has over 100 years of combined experience working in leading financial institutions such as Visa, MasterCard, Amex, First Data, ANZ bank, CitiGroup, ACI, S1, Euronet, and CGI.

Every day we put this experience to work, making sure we provide the payment industry with the best in class set of tools.



## We got you covered

We are certified by:



## Want to find out more?

We thrive on challenges.

We enjoy talking to players in the EFT industry, and our team is known for its great 24/7 customer support.

If you want help with your existing project or discuss your next challenge, request a meeting with one of our industry experts.

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