



euroConex Technologies
Wicklow, Ireland
www.euroconex.com

Industry:

High Technology

Annual Revenue:

\$100 million

Employees:

400

Oracle Products & Services:

Oracle Database
Oracle Application Server
Oracle Portal
Oracle Designer
Oracle Warehouse Builder
Oracle Discoverer

"Oracle technology enabled us to build a secure, scalable, model for all our interactions with merchants. We can accommodate multiple currencies and comply with new banking initiatives to combat card fraud." – Seamus McDonnell
EU Regional Manager, Systems and Technology, euroConex

euroConex Builds Scalable, Cost-Efficient Transaction Processing Solution for Merchants and Banks

euroConex provides an integrated payments processing service for credit and debit cards to banks, payment processors, and merchants in more than 30 European countries using a multi-currency platform.

Challenges

- Build scalable, flexible, secure, automated processing capability for merchants, banks, and processing companies
- Support e-commerce, and implement new technology to combat fraudulent transactions, such as chips and personal identification numbers (PINs)
- Provide merchants with end-to-end, multi-currency payment processing solution, first-class support, and self-service access to transaction and payments information
- Extract timely, accurate data to support marketing and sales

Solution

- Used Oracle Database and Oracle Application Server to build mPower, a fully automated merchant information system containing merchant demographic and transaction information
- Used Oracle-based mPower to maintain merchant information and track all phases of credit and debit card transactions between euroConex and merchants and banks
- Resolved merchant queries faster by giving customer service team online access to real-time information held in mPower's Oracle Database
- Let merchants track status of transactions and payments themselves using merchant portal built on Oracle Portal
- Installed Oracle Designer and Oracle Warehouse Builder to create data mart of information for mail shots to merchants on fraud-reducing measures, such as chip and PINs
- Taking advantage of Oracle Discoverer to run queries at the desktop, investigate disputed transactions, reconcile reports, and interrogate information for strategy planning