Payment Orchestration Platform
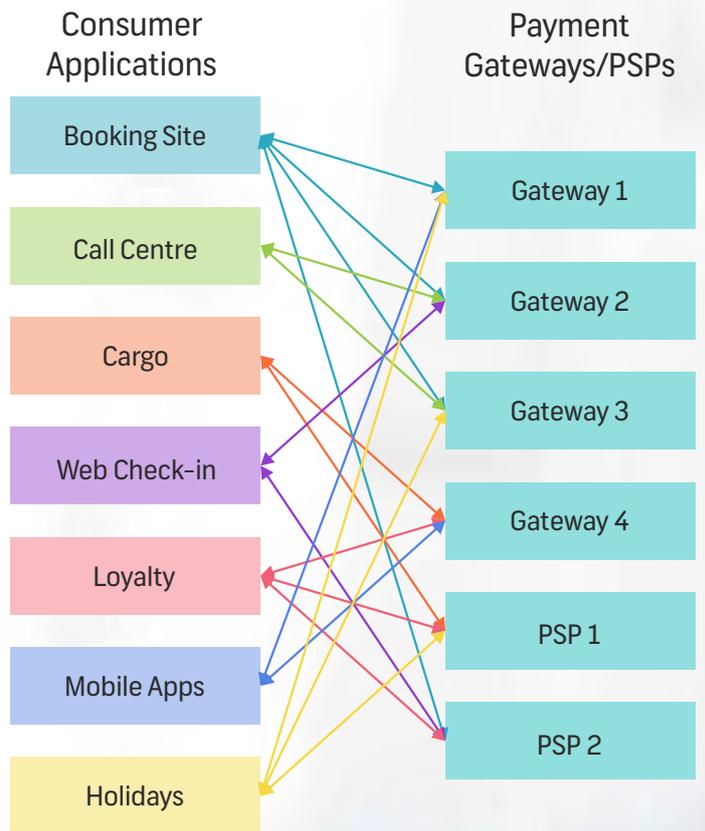
A comprehensive payments platform for traditional and digital currencies

ibssoftware

Payment options are critical to converting the last mile of the shopping process into a sale. Yet, the global payments industry has undergone widespread disruption in recent years with a wide array of options available today. With the rise of digital wallets and currencies, along with traditional card and loyalty points redemption methods, ensuring the right payment options in the right markets is critical to the customer experience. For companies operating across different markets and regions, managing the multitude of available payment options and channels can be complex.

The challenge for travel and hospitality merchants

Customers expect a frictionless payment experience every time they interact with a booking channel. To make this happen, travel companies operating across different markets and regions require support from multiple payment service providers (PSPs) and payment gateways.

Managing multiple providers comes with overheads and implementing new payment options usually affects go-to-market timeframes and agility. Given ongoing disruption in the industry, new payment instruments are not always supported by existing service providers, adding a further layer of complexity.

Consumer Applications

- Booking Site
- Call Centre
- Cargo
- Web Check-in
- Loyalty
- Mobile Apps
- Holidays

Payment Gateways/PSPs

- Gateway 1
- Gateway 2
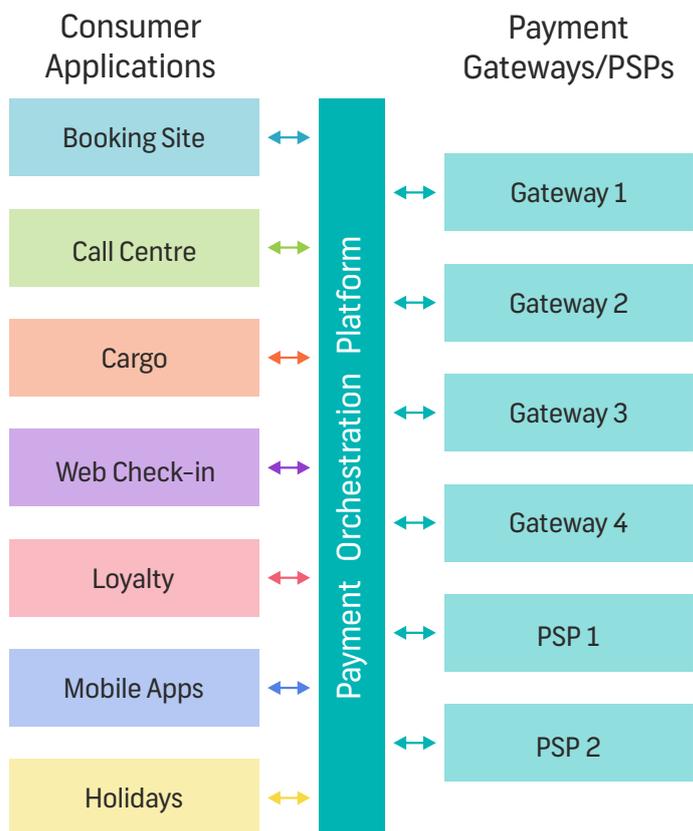- Gateway 3
- Gateway 4
- PSP 1
- PSP 2

International companies also require seamless compliance with local regulations and readily configurable payment workflows according to business needs. In short, travel companies need an intelligent solution that unifies their payment infrastructure. They need to be able to offer flexible and personalized payment experiences across customer markets while complying with their regulatory environment.

The solution – IBS Software's Payment Orchestration Platform

To help travel companies address the industry's specific needs and deliver better digital experiences, IBS Software has developed a flexible and highly configurable payments orchestration platform. Key to the platform, is IBS Software´s experience in integrating 45+ PSPs and acquirers across various engagements in the airline, hospitality, and loyalty verticals.

Delivering comprehensive payments capabilities across all retail channels, the solution helps travel players quickly scale up their payment infrastructure, on-demand, while safeguarding the customer experience. The platform unifies and processes multiple payment landscape components such as PSPs, fraud management solutions, digital wallets, popular cards, and loyalty reward currencies, through a single platform. The solution enables users to seamlessly add new payment options with the desired levels of customization and accelerates time to market for these new options.

Consumer Applications ←→ **Payment Orchestration Platform** ←→ **Payment Gateways/PSPs**

Consumer Applications:
- Booking Site
- Call Centre
- Cargo
- Web Check-in
- Loyalty
- Mobile Apps
- Holidays

Payment Gateways/PSPs:
- Gateway 1
- Gateway 2
- Gateway 3
- Gateway 4
- PSP 1
- PSP 2

Through IBS Software´s Payments Orchestration Platform, travel providers and sellers can:

- Manage multiple fraud management solutions, PSPs, and payment gateways
- Route payment instruments efficiently based on business needs
- Manage business rules to configure which instruments are available per market, per currency, along with other criteria
- Integrate unique payment instruments such as reward points, travel credits, and vouchers, and perform inter-currency conversions based on defined business rules
- Combine multiple payment types in a single payment transaction
- Monitor and correct operations through a unified real-time dashboard
- Reconcile all payment transactions and optimize operational costs
- Apply all security and compliance requirements per market

Complete Control

Secure and personalized customer experience
Branded, customizable hosted payment page for all digital customer touchpoints

Custom-defined payment models
Supports digital wallets and split payments using loyalty points/currencies

Intelligent payment routing
Real-time payment routing through intelligent orchestration

Simplified administration
Manage payment reconciliation from multiple channels seamlessly in one place

Future-proof Technology

Security & compliance
Adheres to internationally recognized security regulations and encryption standards

Easy integration
Connects quickly via responsive hosted pages and developer-friendly REST APIs

Powerful rule engine
Flexible rule configuration engine to customize all business scenarios

Highly resilient platform
Cloud-ready microservices architecture for high operational excellence

Convenient deployment options
Choose between SaaS or customer infrastructure with a high degree of security assured in both

What makes IBS Software´s Payment Orchestration Platform unique?

Faster time to market
Accelerate the delivery of new and additional payment options

Unified payment experience
A single platform to unify and enable preferred payment options across all customer touchpoints

Reduced total cost of ownership
Simplified digital payments landscape that consolidates the number of interfaces per touchpoint

On-demand customizations
Consulting services to support market-specific/custom payment instruments

About IBS Software

IBS Software is a leading SaaS solutions provider to the travel industry globally, managing mission-critical operations for customers in the aviation, tour & cruise and hospitality industries. IBS Software's solutions for the aviation industry cover fleet & crew operations, aircraft maintenance, passenger services, loyalty programs, staff travel and air-cargo management. IBS Software also runs a real time B2B and B2C distribution platform providing hotel room inventory, rates and availability to a global network of hospitality companies and channels. For the tour and cruise industry, IBS provides a comprehensive, customer-centric, digital platform that covers onshore, online and on-board solutions. IBS Software is a Blackstone portfolio company and operates from 15 offices across the world.

Further information can be found at www.ibsplc.com

ibssoftware