

Certegy Payment Solutions

Clearing the path for frictionless purchasing with multi-cloud solutions

Certegy Payment Solutions

www.certegy.com

- Florida-based payment solutions provider
- 100,000+ retail locations protected
- Clients consist of 4,000+ retailers, corporations and financial institutions
- Ensures fast, secure, frictionless transactions



Challenges

- Moving from legacy systems to a resilient cloud solution
- Minimizing transaction delays to improve customer experience
- Ensuring connectivity and scalability across major platforms

Solutions

- [Lumen® Cloud Connect](#) for a seamless migration to a multi-cloud environment
- [Lumen® MPLS/IP VPN](#) for secure, high-performance connectivity
- [Lumen® Adaptive Network Security](#) to facilitate secure, low-latency transactions

Results

- Decreased transaction processing times
- Seamless transition to the cloud with uninterrupted service for clients
- Strengthened payment processing infrastructure
- Reduced operational risks



“ The biggest benefit of working with Lumen is having a partner with the capability and flexibility to design solutions tailored to our unique needs.”

— Colby Thames

Chief Technology Officer, Certegy Payment Solutions

Current Lumen customer compensated for their endorsement

Challenge

Ensuring flawless processing through a cloud migration

Even a second delay is too long in today's retail world. Customers expect a fast, frictionless purchasing experience, and that's what Certegy Payment Solutions delivers. With the rise in online payments, digital wallets, and gaming purchases, keeping pace required a move to the cloud.

However, migrating the infrastructure of some larger customers revealed issues with data technology and cloud connections. Many of Certegy's customers also have Certegy technology embedded in their data centers, necessitating a way to handle high transaction volumes with maximum certainty and resiliency.

As these issues began to surface, Certegy realized they needed an integrated partner to assist in problem-solving so they could authorize payments as swiftly and securely as possible.

Solution

Unlocking seamless payment precision with a multi-cloud solution

Lumen emerged as the most flexible provider, who could support the breadth and scale of the changes Certegy needed to make. The best path forward involved a multi-cloud solution that would enable them to go from cloud to cloud with major platform providers. [Lumen® Cloud Connect](#) powered that solution, keeping everyone connected throughout the transition.

"We've had good results with maintaining our consistency of delivery," said Colby Thames, Certegy's Chief Technology Officer. "That multi-cloud approach was only possible with Cloud Connect."

[Lumen® MPLS/IP VPN](#) and [Lumen® Adaptive Network Security](#) provided additional protection and an added layer of security.

The end-to-end solution has simplified the entire process for the Certegy team. "Being able to roll out and use multiple Lumen products has been helpful since we don't have to go and talk to several different providers along the way," Thames said.

Lumen Solution Set

- [Lumen® Cloud Connect](#)
- [Lumen® MPLS/IP VPN](#)
- [Lumen® Adaptive Network Security](#)

Results and Future Plans

Faster, more secure transactions

For Certegy, success means that their customers—and their customers' customers—never even know they're there. "We measure benefits by our customers' lack of awareness," said Thames. "We're looking to continuously drive down latency and response time. The benefit of working with Lumen is that we're able to make our needed changes without any sort of customer friction."

Backed by Lumen, Certegy completed their cloud migration without any loss of service and reduced latency. They've also gained a "one-size-fits-any" solution set that gives them the freedom to craft experiences around customer parameters and provide answers that make the most sense for everyone.

Modern consumers demand convenience, speed and trust, and seamless, secure digital transactions are crucial to meeting these demands. They make financial processes easier and faster, allowing people to manage purchases effortlessly and securely from anywhere in the world. Certegy and Lumen are dedicated to enhancing this experience, providing smooth and safe transactions so customers can focus on what matters most to them without interruption.

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