

Case Study

paysafecard.com Wertkarten GmbH

“Our fraud detection experts could not do without SAP Business Warehouse and the enormous boost to performance provided by SAP HANA® and FUJITSU.”

Christian Ganner, SAP Application Management, paysafecard.com Wertkarten GmbH



The customer

paysafecard.com Wertkarten GmbH (the holding company for all paysafecard companies), www.paysafecard.com, is headquartered in Vienna and has subsidiaries in cities such as London, Düsseldorf, Lucerne, New York, and Buenos Aires. It was founded in Austria in 2000 and is part of Paysafe Group Plc, which is listed on the London stock exchange with the ticker symbol PAYS.

The company's core product, paysafecard, is now available in over 500,000 sales outlets in 42 countries around the world. It is a prepaid payment solution for the internet that anyone can use, and does not require a credit card or bank account. All you need to make a payment is the 16-digit PIN. paysafecard can be used in thousands of online shops. The paysafecard, my paysafecard, and paysafecard MasterCard® brands have made the company the global market leader in prepaid payment solutions.

The challenge

As a provider of prepaid payment solutions, paysafecard processes several million datasets every day in its SAP R/3 ERP system. All data must be aggregated and updated according to specific criteria and is then made available to the SAP Business Warehouse (BW) enterprise data warehousing platform for extensive analyses – for example to detect payment fraud or money laundering. Prompt reporting is particularly important in detecting illegal activities, which is why data must be processed quickly and made available to the SAP BW system. The company's existing database solution took around four to five hours to process the data – far too long – so it decided to find a new solution for SAP R/3 and SAP BW that would allow real-time analyses to be performed.

The solution

The SAP Application Management team at paysafecard.com Wertkarten GmbH opted to use SAP HANA® in the SAP Business Warehouse system. “We were won over by the massive boost to performance provided by the in-memory technology,” explains Christian Ganner, SAP Application Management at paysafecard.

For the infrastructure, they chose the FUJITSU Integrated System PRIMEFLEX® for SAP HANA®. This integrated Fujitsu system was optimized for the in-memory technology and certified by SAP. “Both the price and professional advice offered by Fujitsu were unbeatable,” says Christian Ganner, listing the decisive criteria in selecting a provider.

The customer

Country: Austria
Sector: Finance
Founded: 2000
Employees: Approx. 200
Website: www.paysafecard.com



The challenge

Migrate the database containing the card and transaction data for paysafecard's prepaid cards to SAP HANA® to speed up the provision of data and enable real-time analyses.

The solution

Back in 2012, paysafecard initially migrated SAP BW to a SAP HANA database based on Fujitsu hardware. This was followed in 2014 by the migration of the SAP Business Suite to HANA with the FUJITSU Integrated System PRIMEFLEX® for SAP HANA® for R/3, which comprises two FUJITSU Server PRIMERGY RX600. The HANA system for BW was expanded at the start of 2015. Today, the FUJITSU Integrated System PRIMEFLEX for SAP HANA is used, which is made up of two FUJITSU Server PRIMEQUEST 2800B servers.

The benefit

- Quicker provision of data in SAP Business Warehouse: Data from the previous day is processed in one hour and loaded to BW
- Faster reporting: Comprehensive reports in under 10 seconds
- Increased user-friendliness: Ad hoc queries with reliable response times
- Restricted complexity:
 - Most requests are processed via a single transaction table
 - No more database optimization required for specific requests/selects
- Compliance ensured with anti-money laundering regulations

paysafecard has never regretted its decision – quite the opposite: “The SAP HANA systems were smoothly integrated into both data centers, and the hardware was soon available,” praises Ganner. The Fujitsu solution for SAP HANA was subsequently used both when migrating the SAP R/3 business application (2014) and when expanding the SAP BW installation (2015).

Every day, paysafecard registers hundreds of thousands of pieces of transaction data that must be processed as quickly as possible and made available for analysis. “Without the BW system based on SAP HANA and the outstanding performance it has helped us to achieve, our fraud management team would not be able to make prompt decisions – an essential factor in detecting fraud,” says Ganner. To identify cases of fraud and money laundering, anonymized analyses are performed to see how many prepaid cards are purchased for secure online payments, where they are bought, when they are redeemed, and where the money goes. If one sales terminal registers a large number of cards in a short space of time, or if several thousand euros of cards that were purchased together are redeemed within a very short time, the fraud detection department looks at the transactions more closely and conducts the relevant analyses. A precise, up-to-date dataset is required here. The six or seven hours previously required to process and store a day’s worth of transaction data in the BW system have now been reduced to one.

Products and services

- Business Warehouse on SAP HANA: 2 x FUJITSU Integrated System PRIMEFLEX® for SAP HANA®, comprising: FUJITSU Server PRIMEQUEST 2800B (2TB) and each with 1 x FUJITSU Storage ETERNUS JX40 with 18 x 900 GB/10 SAS
- Business Suite on HANA: 2 x FUJITSU Integrated System PRIMEFLEX® for SAP HANA®, comprising: 2 x FUJITSU Server PRIMERGY RX600 with HD SAS 6G 600GB 10K HOT PLUG 2.5” disks (internal)
- SAP HANA Deployment Service
- 36-month SAP HANA solution contract

The benefit

The enormous boost to performance was the decisive factor in using HANA in the R/3 system and SAP BW. A day’s worth of data is available in the SAP BW system after just one hour. The increased performance of SAP BW also allows analyses to be performed without the need to develop the relevant, complex data models or create new cubes. “Over 90 percent of all analyses are performed at the lowest level of transaction data, in one huge table with 500 million entries,” explains Ganner. This not only enables quick analyses to be performed at runtime, but also helps to reduce the complexity of the system as a whole. In addition, the team can respond, correct, and reprocess more quickly in the event of an interruption.

Conclusion

“Using the higher-performance SAP HANA database for the R/3 system and SAP Business Warehouse is essential for the day-to-day running of the business. With its FUJITSU Integrated System PRIMEFLEX for SAP HANA solutions, Fujitsu is a reliable partner.”

Christian Ganner, SAP Application Management, paysafecard.com Wertkarten GmbH

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