

Endava Case Study: Helping Pollinate reinvent Merchant Acquisition for Banks

Context:

- Having divested their payments businesses prior to the recent payments industry boom, many banks are now keen to re-establish their payments capability in-house to capitalize on the opportunity. Pollinate are a rapidly growing start-up, offering a means for banks to do so without requiring the build of a new platform from scratch.

Solution:

- Pollinate required development support from Endava in the creation of their Azure Cloud-based platform for SME merchants; permitting them to integrate with any banking system, and conferring access to functionality including payments and the integration of multiple data sources

Components:

- A scalable, robust, Azure-based platform utilizing Data & AI Service offerings; compliant with Open Banking and GDPR requirements
- A bespoke merchant portal with automated onboarding, service desk support and access to customer insight

- Deal Size:
 - For a single bank; the total Azure consumption across dev, test and production amounts to circa \$2.4m USD per annum
- Closed Date:
 - Platform Build: 1H 2018 – First Launch at Bank: May 2019
- Vertical/Region:
 - Financial Services, UK

Win Results

- Services consumed include: Azure Kubernetes Service, Azure Container Registry, Azure Function App, App Services, Application Gateway, Automation Account, Azure Redis Cache, Azure Virtual Machine, Cosmos DB, Azure Databricks Service, Azure B2C, Azure Data Factory, Azure API Management, Azure DNS, Event Grid, Event Hubs, Azure Firewall, HDInsight (Kafka), Key Vault, Application Insights, Log Analytics, Logic App, Azure SQL Database, Storage Accounts, Traffic Manager, Virtual Networks, S2S and P2S VPN, Azure Sentinel.
- The platform is non-invasive and can integrate with any banking system, anywhere in the world. It enables banks to offer a product that truly meets the needs of small merchants by elevating the focus from merely being able to take payments, to looking holistically at the way that they need to manage and grow their businesses – visualising data, developing loyalty programs, utilising smart terminals and so on.
- Pollinate sought help from Endava due to our deep expertise and significant experience working with payments companies. As a start-up, this engagement was critical in bringing their solution to market.
- Pollinate have since added customers including major commercial banks headquartered in the UK, Germany and Australia
- As Pollinate look to expand internationally, they will continue to partner with Endava, who's global nearshore model will allow them to support new clients in multiple geographies and time zones. Endava is enabling Pollinate to help banks compete with fintech disruptors and give their merchants the opportunity to build true loyalty with their customers through a modern, cloud-based digital platform.