

CASE STUDY



Next-generation Fintech solutions for Asia

ORGANIZATION:

Octo3 is a Hong Kong-headquartered financial technology company specializing in the development and provision of next generation payments services.

CHALLENGE:

Octo3 needed an agile, scalable solution that ensured strict security and compliance requirements, particularly PCI DSS Compliance.

SOLUTION:

Datapipe's PCI-certified Stratosphere Hybrid Cloud Solution

DATAPIPE

US: +1 877 773 3306 UK: +44 800 634 3414 HK: +852 3521 0215

OPTIMIZING ONLINE PAYMENT SOLUTIONS

THE CHALLENGE

Octo3 was rapidly growing and to deliver a consistent, high level of service it quickly found the need to expand existing infrastructures. Migrating to the cloud was seen as the best option to provide the level of scale and agility required. However, Octo3 also needed to ensure strict security and compliance requirements



were met to address customer and industry regulatory concerns, particularly around PCI DSS (Payment Card Industry Data Security Standards) across their entire suite of Fintech solutions, including eCommerce Payment Gateways, Payment Terminal Hosts, Mobile Point of Sales, Traditional Point of Sales and Mobile Wallet solutions for payment service providers, merchant banks and card schemes in Asia and around the globe.

While Octo3 managed their own data centre and equipment internally with a team of around twenty IT personnel to ensure its infrastructure was up and running at all times, it looked to the cloud as being a crucial digital enabler to win and service more clients. Octo3 wanted to adopt a more consumption-based, OPEX IT model to ensure they could scale their IT environment as they deploy more customers, aligned to the variability of the volume of transactions from these customers. Due to compliance and security regulations, they were previously unable to identify a suitable partner to make the move to the cloud.

In particular, Octo3 was looking to move its high throughput payment gateway to the cloud. A robust transaction services which acts as an exchange for merchants and banks, this service required a fully-compliant PCI solution as a key compliance requirement.

Primary reasons for wanting to shift to a cloud solution include:

- Ensure their customers could scale their business quickly and easily
- Free up capital – a sunk cost – and redirect to revenue generating areas of the business
- Refocus IT team to provide more innovative solutions, not maintain IT hardware

Octo3 had some difficulty in finding a partner to help them move to a compliant cloud solution which was still capable of providing the types of services and benefits they required. The team at Octo3 found themselves in an unfortunate position of potentially having to move to another, larger data centre and continue their on-premise environment as it is – not an ideal situation.

“Fintech is a very competitive and fast-moving industry and you need your teams focused on innovation and the customer in order to stay ahead – however ensuring your environment is secure and compliant while being able to generate substantial and sustainable revenues is the primary task of any Fintech organization,” said Hans Wong, Chief Technology Officer at Octo3.

THE SOLUTION

Octo3 found Datapipe through a Google search, and was initially attracted due to Datapipe’s strong track record of implementing global PCI compliant cloud solutions. Looking to forge an alliance with a managed service provider (MSP) to ease and expedite its digital transition, Datapipe was one of five candidates being considered by Octo3.

With Octo3 competing in the highly-regulated payment industry, a key criterion in the selection process was experience and expertise in implementing fully compliant PCI solutions. Octo3 chose Datapipe as their managed cloud partner due to their exceptional expertise in Asia in deploying and managing several significant PCI related success stories.

Datapipe’s PCI security team took quick action, conducting detailed discussions with Octo3’s CTO and his IT team to determine the exact requirements for a seamless transition.

Within a month of formally coming on board, Datapipe had successfully migrated Octo3’s production environment to Datapipe’s PCI certified Stratosphere Hybrid Solution. With the new cloud solution in place, Octo3’s IT team can now focus on their core business: product development and R&D. Meanwhile, they now have the luxury of trusting the hardware and cloud management to Datapipe –experts in the field.

Key workloads moved to the cloud include:

- All payment gateway services and servers
- Oracle DB
- Firewalls
- Disaster Recovery (Dual Redundancy)

This ongoing working relationship serves as a major plus for Octo3. Their intention from the outset was to partner with experts who could serve as an extension of their own lean-but-mean infrastructure team.

OPERATIONAL IMPACT

RESULTS & BENEFITS

- Customer onboarding down from 1-2 months to just 5 days
- 70% reduction in total cost of ownership of IT environment
- Maintains PCI Compliance in the cloud
- IT team focus is now growing business with new innovative products, not maintenance
- A fully scalable environment which supports fast customer growth
- On-demand access to over 500 experts in cloud, security and databases.

By moving their production environment to a scalable, on-demand and compliant cloud environment, Octo3 are able to provide better agility to their customers as well as redistribute their own resources to help drive business strategy and goals.

“Datapipe’s people gave us confidence that they could manage our environment and we would have confidence in their ability,” Hans Wong said.

“They have people for every type of infrastructure, operating system, and cloud component we would ever need assistance with. And they provided guidance and counsel as to what we would need now and in the near future as our business grows. This is exactly what we needed.”

Octo3 now views Datapipe as an extension of their IT team and in doing so, have over 500 experienced cloud developers and engineers to trust to manage their IT and provide thought leadership for their future.

Datapipe's competencies in security and Oracle databases provided Octo3 with a seamless migration from on-premise servers to the cloud. They're now able to improve their focus on their customers, and with

Datapipe's presence in over 25 data centers around the globe, are able to quickly deploy solutions in a large financial market - a key desire for any Fintech firm. Being in the competitive Fintech space, Octo3 now has a secure and compliant environment to help them grow their business locally and internationally. Datapipe's market leading experience in designing, deploying, and managing PCI compliant cloud solutions has given Octo3 the platform they need well into the future.



DATAPIPE

A next generation MSP, Datapipe is recognized as the pioneer of managed services for public cloud platforms. Datapipe has unique expertise in architecting, migrating, managing and securing public cloud, private cloud, hybrid IT and traditional IT around the globe. The world's most trusted brands partner with Datapipe to optimize mission-critical and day-to-day enterprise IT operations, enabling them to transform, innovate, and scale. Backed by a global team of experienced professionals and world-class interconnected data centers, Datapipe provides comprehensive cloud, compliance, security, governance, automation and DevOps solutions. Gartner named Datapipe a leader in the Magic Quadrant for Cloud-Enabled Managed Hosting.

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