

A woman with long dark hair, wearing a white button-down shirt, is smiling and looking down at a credit card she is holding in her right hand. In her left hand, she holds a blue smartphone. She is standing behind a dark counter in what appears to be a cafe or office setting. A brown paper coffee cup with a black lid is on the counter to her right. The background is slightly blurred, showing shelves and warm lighting.

HEXAWARE

How a Leading Telecom Provider Achieved Payment Gateway Transformation with Hexaware

A scalable unified payment platform built for regional growth and operational efficiency

Case study

Client

| Client

- Challenge
- Solution
- Benefits
- Summary

A Global Telecommunications Provider

The client is a multinational telecommunications provider operating across multiple international markets with millions of mobile subscribers.

The organization delivers mobile connectivity and digital services across diverse regional operations and manages large-scale payment transactions across its customer ecosystem.



Challenge

Client

| **Challenge**

Solution

Benefits

Summary

Fragmented Payment Systems Limited Regional Scalability

The client relied on multiple independent payment solutions with limited connectivity across regions. As payment operations expanded, the fragmented environment created operational complexity and limited centralized visibility into customer payment data.

The organization needed to:

- Unify multiple payment systems into a centralized platform
- Improve visibility into customer payment activity
- Scale payment operations across 15+ regions
- Support multiple payment methods including credit cards and debit cards
- Simplify onboarding of new payment processors
- Improve operational efficiency during peak transaction periods

The client also needed a scalable payment gateway solution capable of supporting regional growth without operational disruption.



Solution

Client

Challenge

Solution

Benefits

Summary

Building A Centralized Payment Gateway Platform

Hexaware delivered a comprehensive payment gateway transformation initiative focused on platform unification, infrastructure modernization, and operational scalability.

Unified Payment Gateway

- Implemented a unified payment gateway for centralized credit card payment processing across regions
- Replaced fragmented country-specific payment platforms with a standardized payment gateway solution
- Enabled region-specific on-demand and pay-as-you-go payment services
- Simplified onboarding and integration of new payment processors into the gateway ecosystem

Infrastructure Modernization

- Centralized infrastructure into a single digital engagement environment
- Transitioned workloads from AWS to on-prem infrastructure to optimize operational costs
- Modernized the Java-based platform to the latest supported version to improve security, stability, and architectural compliance
- Refactored platform code to reduce storage requirements and improve computing efficiency

Data And Payment Gateway Integration

- Modernized payment gateway data structures across infrastructure and application layers
- Optimized database query performance to support peak transaction loads and spikes
- Improved payment gateway integration with third-party processors to create a more consistent customer experience across regions
- Integrated the payment gateway with Facebook and WhatsApp to support digital customer engagement channels

Operations & Monitoring

- Implemented proactive monitoring for payment events, incidents, and transaction failures
- Improved incident tracking and operational response processes
- Managed payment operations during high-demand events and transaction spikes, including large-scale sports events



Benefits

Client

Challenge

Solution

Benefits

Summary

Improving Scalability and Operational Efficiency

The transformation helped the client modernize payment operations while improving scalability and operational performance across regions.

Key outcomes included:

- Enabled seamless scaling across 15+ regions without operational or revenue loss
- Supported peak transaction loads up to 20% above normal volumes
- Projected 20% OPEX savings over three years



Summary

- Client
- Challenge
- Solution
- Benefits

| Summary

Enabling Scalable Digital Payment Operations

As wireless providers expand digital payment services across regions, scalable and centralized payment ecosystems become critical for operational efficiency and customer experience.

By modernizing fragmented payment systems into a unified payment gateway platform, the client improved scalability, optimized operational performance, and created a stronger foundation for regional growth.



Ready to Modernize Your Payment Operations?

Build scalable, resilient, and future-ready payment operations with a unified payment gateway strategy. Contact marketing@hexaware.com to get started.

About Hexaware

Hexaware is a global technology and business process services company. Every day, Hexawarians wake up with a singular purpose: to create smiles through great people and technology. With this purpose gaining momentum, we are well on our way to realizing our vision of being the most loved digital transformation partner in the world. We also seek to protect the planet and build a better tomorrow for our customers, employees, partners, investors, and the communities in which we operate.

With offices across the world, we empower enterprises to realize digital transformation at scale and speed by partnering with them to build, transform, run, and optimize their technology and business processes.

Learn more about Hexaware at <https://www.hexaware.com>.

Get in touch