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BUSINESS INTEGRATION

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SEEBURGER Business Integration Suite (BIS)

MoneyGram International Improves Security, Flexibility and Compliance to Increase Customer Satisfaction

MoneyGram International (MGI) was using a variety of applications to send and receive mission-critical business data and files to customers, partners and agents. Simply maintaining all of these systems required significant time, money and resources. In addition, MGI's data and file transmission solution had been heavily customized and comprised of multiple unsupported, out-of-maintenance software products.

MGI needed a cost-effective solution to consolidate twelve different applications into one hybrid integration platform. This platform needed to provide functionality, scalability and agility with no disruption to the business while reducing the total cost of ownership to MGI.

Problems:

- System instability/outages
- Risk associated with out-of-maintenance software products
- Complex architecture, network and disparate applications
- Significant investment in customization and maintenance

After evaluating different vendors and solutions, MGI selected SEEBURGER Business Integration Suite (BIS), and its Managed File Transfer (MFT) solution, along with translation capabilities.

About MoneyGram International

MoneyGram International can trace its roots back to 1940, and is one of the world's largest processors of money orders and a key player in the electronic payments industry.

MoneyGram is the second-largest money transfer company in the world and has $1.45 billion in annual revenues.

MoneyGram offers services at approximately 350,000 agent locations in more than 200 countries and territories, and continues to expand its money transfer services to consumers through self-service channels including online, mobile app, direct-to-bank account ATMs, and transaction-staging kiosks in various markets around the world.

www.moneygram.com

> " *We selected SEEBURGER because of their long history of innovative and agile platforms. MoneyGram needed to scale without requiring major customizations or down time to our business. The SEEBURGER Business Integration Suite (BIS) has been an effective solution that has allowed us to simplify our architecture, reduce total cost of ownership and better serve our consumers, agents and partners.* "

Veronica Larson, Head of IT Operations,
MoneyGram International

With SEEBURGER BIS, MGI Has Gained the Following Benefits and Value:

Business Benefits

- **Reduced License/Maintenance Fees** – By sunsetting legacy applications, MGI now has nine fewer licenses to pay for & maintain.
- **Lower Cost of Ownership** – MGI reduced nine infrastructure environments that formerly hosted legacy applications, which reduced cost of ownership.
- **50% Lower Labor Costs** – Having only one set of systems required less resources to maintain.
- **Higher Customer Satisfaction** – High availability has increased customer satisfaction and gives agents and partners fewer reasons to go to MGI's competition.
- **Improved Security, Flexibility and Compliance** – Control ciphers/algorithms and DMZ protocol listener, leverage open source libraries, and permissions keep MGI's data safe.

Technical Benefits

- **System Stability** – After its initial implementation, some configuration was needed to get BIS stable within MGI's network. Since then, the system has been consistently stable with almost no unplanned outages over 3+ years of operation.
- **Fewer Errors** – By leveraging SEEBURGER's common fault handling functionality, errors auto-generate incidents in MGI's ITSM system. The increased visibility of errors and error root cause has led to fewer recurring incidents and a reduced support footprint.
- **Simplified Architecture** – 12 legacy applications and components have been retired, simplifying MGI's architecture.
- **99% Increase in Scalability** – The SEEBURGER environment is able to scale to handle transaction loads/volumes previously spread across 12 legacy applications.
- **Segmented Network Capability** – MGI now has a security-approved 'bridge' to pass data between segmented network zones.
- **Monitoring Capabilities** – BIS and BIS Secure Proxy APIs enable system monitoring.

SEEBURGER Business Integration Suite (BIS)

SEEBURGER BIS is a business integration platform that takes a blended approach to integration on-premises, in hybrid setups or in the cloud/as an iPaaS; it supports B2B/EDI, MFT, e-Invoicing, IoT, API and Enterprise Application Integration (EAI) use cases, relevant HIP capabilities and pre-packaged industry solutions (Open Banking etc.)
Learn more: www.seeburger.com/platform/business-integration-suite

SEEBURGER Business Integration Suite Architecture at MGI