

How Global Payments Company Vitesse Banked On SnapLogic To Turn a Complex Integration Process Into Success



Savings

Reduced dependency on internal development team

Service

Automated payments process for quicker customer access

Scale

Eliminated bottlenecks in customer onboarding process

HEADQUARTERS

London, UK

INDUSTRY

Finance

USE CASE

Data integration to support business growth

CHALLENGE

To automate key data integrations and decryptions in payment transfers in a secure and simple way

SOLUTION

Integration and onboarding clients' transfers through on ground data centers, giving faster transfer time

BUSINESS RESULTS

- Faster, automated data decryption and payment transfers
- Simplicity allows senior developers to focus on other projects
- More timely data access for Vitesse's customers

INTEGRATIONS

SnapLogic iPaaS,
EDIFACT Snap Pack

Vitesse Backstory

Founded in 2014 by a team of fintech entrepreneurs, Vitesse is now an FCA regulated payments business, providing treasury management and global payment services to customers across the insurance sector. Vitesse has over 120 employees and secured £26m in Series B funding in 2022. The company's innovative, secure payments platform makes the payments process faster, more transparent and cost-effective.

The Challenge

Scaling up requires strong systems.

With the goal of onboarding more clients, Vitesse were facing the reality of having to create an entire internal team to manually process payments data in order to keep up with demand. This would take developers away from their current and planned projects, and impede progress toward scaling their business up.

The main obstacle was the variety of file formats that customers used, each requiring a bespoke input regime, leading to a scarcity in internal resources as development teams had to be taken away from day to day tasks in order to facilitate customer onboarding.

The payments ecosystem is complex, comprising of multiple merchants and third-party players, who work across a variety of formats and structures. There is no one-size-fits-all approach, and Vitesse required a solution that would allow them to digest large amounts of data in specific formats — alternating on a per-region and per-customer basis.

Vitesse wanted to automate these processes in a way that required less manual intervention and moved the burden of development away from software teams and towards implementation teams.

The Solution

Vitesse picked SnapLogic for the task because its robust system could handle the large amounts of data to be processed in a largely hands-off manner, giving Vitesse the chance to pave their way to an automated solution which could run 24/7 without having constant manual oversight.

“SnapLogic was the only option that really provided the solution we were looking for,” says Craig Walter, Principal Solutions Manager at Vitesse PSP. “We wanted a solution that let us ‘set it and forget it’, and after the initial setup time, we’ve been able to mostly leave processes going.”

By utilising SnapLogic’s data integration platform, Vitesse will be able to onboard new clients at a far lower cost than previously estimated, as well as automate a large number of processes that previously required dedicated manual work. Coupled with this was SnapLogic’s transparent pricing model, which ensures that customers only pay for what they use, nothing more.

Vitesse made full use of SnapLogic’s professional services option, which provides a dedicated team member to help customers customise SnapLogic’s platforms to their specific needs. Walter continues: “The professional services were the key to getting it all up and running. We really pushed the platform to its limit.”

With SnapLogic’s professional services support, Vitesse were able to develop new concepts, such as a ‘merchant to Vitesse’ framework, quicker than if they had been using their own limited in-house resources.

Business Results

The key benefit Walter describes is the ability to eliminate a dependency on software development teams and remove the blockers that were previously delaying Vitesse in bringing on additional customers.

Whereas previously, a significant amount of transfers were processed through a manual upload to a portal, SnapLogic has now empowered Vitesse to automate their pipeline, providing an easily scalable solution.

In partnership with SnapLogic, Vitesse is now able to ensure their customers’ data is handled far more efficiently and without as much intervention. “With SnapLogic’s help, we were able to knock over the barriers to scaling up and feel like the masters of our own destiny again,” Walter says.

Vitesse is looking to onboard more customers using the pipelines it has set up through SnapLogic’s platform, and further utilise SnapLogic’s capabilities within its solutions.

Due to the volume of data formats present in the finance sector, Vitesse hopes to further experiment with its integrations.



We’re looking at developing different kinds of Snaps for different kinds of processes, allowing for different options for clients to utilise in their transfer journey. Flexibility is core to our game plan, and SnapLogic offers just that.”

CRAIG WALTER

Principal Solutions Manager at Vitesse

SnapLogic is the leader in generative integration. As a pioneer in AI-led integration, the SnapLogic Platform accelerates digital transformation across the enterprise and empowers everyone to integrate faster and easier.

Whether you are automating business processes, democratising data, or delivering digital products and services, SnapLogic enables you to simplify your technology stack and take your enterprise further. Thousands of enterprises around the globe rely on SnapLogic to integrate, automate and orchestrate the flow of data across their business. Join the generative integration movement at snaplogic.com.