

WHITE EAGLE

White Eagle and Metavante Technologies Launch Prepaid Platform, and Relationship, in “Record Speed”

HIGHLIGHTS

White Eagle

Founded in 2006, White Eagle seeks to be a preeminent and preferred supplier of products and services to migrant workers in the United Kingdom

Business Objectives:

Find a flexible and competent processor to help the group launch a competitive prepaid business in six weeks

Metavante Solution:

Flexible, scalable approach, speed to market, industry expertise, and reliable account management

Launching a prepaid programme can be challenging for any company. For White Eagle™, it meant doing their homework, learning about the business, and finding the right processor.

“We were originally looking to partner with a programme manager in the UK to launch our prepaid card programme, stated Sandy Sancaster, Managing Director, White Eagle. “Once we started learning more about how the whole business works, we realised that a processor would be more flexible for our long-term goals. We also determined that we needed to partner with multiple businesses. We did our research and were encouraged to speak with Metavante Technologies, which was highly recommended. We met, struck up a very good relationship early on, and decided to partner with them to create our own programme manager business.”

GETTING EVERYONE ON THE SAME PAGE

After White Eagle chose all of the business partners they needed to build their programme, Metavante Technologies facilitated a meeting for all of the involved parties. In the same room, the group discussed White Eagle’s overall plan, including their goals and expectations. One challenge: The business needed to implement their prepaid programme in six weeks.

After a healthy discussion, the partners agreed on a plan that met White Eagle’s requirements. The group was also able to complete much of the required paperwork at that meeting, saving time and simplifying the process. Afterward, White Eagle set out to build their own suite of Web services and

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interfaces that would integrate directly with the Metavante platform.

Six weeks after this meeting, White Eagle had constructed a platform, achieved full integration with all parties, passed all testing, and performed their first live transaction.

“We went live in record speed,” said Sancaster. “We took the bull by the horns by having all partners in the room at the same time and then worked hard for a quick turnaround. From our first conversation until the time we went live, Metavante was very efficient in their response to receiving data files, test data files, and test cards, and developing a finished product.”

“White Eagle needed to launch its first programme very quickly,” added Paul Eversden, Project Manager, Metavante Technologies. “We delivered on that and helped them manage their other partners as well, making sure all parties were kept up to date and that the project kept moving forward. They managed to launch a new CHIP and PIN programme in six weeks, an initiative that traditionally takes 12.”

BUILD A RELATIONSHIP, BUILD A BUSINESS

Following implementation, White Eagle and Metavante developed a stronger relationship, as Metavante provided technical workshops, helped refine the business’ systems, and created a platform that supports a launch of third-party programmes.

“If we hit a brick wall, we went to Metavante, and they were there to steer us in the right direction,” Sancaster continued. “Paul went over the top with his assistance, advice, and expertise, which was more than what Metavante was contracted to provide. Paul had the experience, knew how everything worked, and offered as much help as he could.”

ONGOING COMMUNICATION

Metavante strongly believes in providing its clients with exceptional service, even after implementation. Part of this service includes remaining in close contact to meet its client needs.

“Metavante continues to be extremely efficient as far as advising us about any maintenance work, upgrades, etc.,” said Sancaster. “Their project team is always available to assist us in the development of our platform, and is now supporting several programmes. And we are constantly in touch with the help desk to see what the latest advancements are.”

Eversden adds, “We have a very good working relationship – we talk probably every day. White Eagle currently has seven programmes with us, including prepaid. They continuously want to discuss their new programmes and keep us updated on all of their endeavors.”

“We look forward to continuing to develop our relationship and expand the work that we do with Metavante,” concluded Sancaster. “We plan to develop and evolve our products in line with Metavante. They are our chosen and preferred processor, providing nothing but high-level service.”

CONTACT METAVANTE TECHNOLOGIES

For more information on processing services from Metavante Technologies, contact Lisa Clydesdale at +44 207 292 2496, or visit metavantetechnologies.com.