

PAYMENTS AWARDS 2019

Recognising payments excellence and innovation

WINNERS BROCHURE

13 November 2019, London Marriott Hotel, Grosvenor Square

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Welcome to the 2019 Payments Awards brochure



Peter Walker
Editor
FStech & Retail Systems

I can also personally attest to the quantity and quality of work going on across the areas we cover - whether it's

Welcome to the round-up write-up for the Payments Awards, organised by FStech and Retail Systems, the two news brands that have payments as a subject in the middle of their reporting Venn diagram.

Now in its seventh year, the expanded line-up of categories attracted a record number of entries, which is surely testament to a healthy industry.

advancements in analytics helping to personalise payments, or speed and security upgrades to industry infrastructure - there's always something interesting happening in this diverse and dynamic sector.

To take but a few things we've written about over the last 12 months: Facebook have finally detailed their attempts to takeover payments with the Libra cryptocurrency; Visa and Mastercard battled to acquire Earthport, among a frenzy of deal-making in the sector; and e-commerce was given an 11th hour, 18-month reprieve from the Strong Customer Authentication regulations.

All this made our judges' job rather difficult, so I'd like to thank them for picking the worthy winners, as well as all our event staff and those at the venue helping us put on such a great show. Last, but definitely not least, I want to thank our sponsors - Amadeus, Kount, O2 for Business, Wirecard and Yolt - for making this evening possible.



2019 Judging Panel



Simon Burrows
Director Payments M&A
EY



Mark McMurtrie
Director
Payments Consultancy



Robert Courtneidge
Chief Executive
Moorwand



David Parker
Chief Executive
Polymath Consulting



Tim Decker
Head of Payment Product Development
Lloyds Banking Group



John Schratz
Managing Director
Eclipse Enterprise Consulting



Jessica Hardy
Investment Manager
Dunedin



Mike Smith
Retail payments and banking products
specialist



Neira Jones
Advisor and Ambassador
Emerging Payments Association



John Yeomans
Director
Transact24



Best Online Payments Solution – Consumer



Best Online Payments Solution – Merchant



Best Mobile Payments Solution

The Winners

Best Online Payments Solution – Consumer: Paysafe Group

By offering a broad range of alternative payment methods in addition to traditional card acceptance, Paysafe is leveraging its scale to provide a better experience for consumers – with its Rapid Transfer, Pay Later, digital wallets and online cash solutions.

Best Online Payments Solution – Merchant: Checkout.com

The company's unified payments technology has become the new standard in payment technology by consolidating gateway, international acquiring and payment processing services, all through one Application Programming Interface (API).

Best Mobile Payments Solution: PrePay Solutions

Through its strategic partnership with digital challenger Monese, PrePay Solutions helped integrate Google and Apple Pay to the app-based bank, as well as expand card acceptance across 29 countries – a welcome innovation for customers whose lifestyle requires access to multi-currency accounts.

Best In-store Payments Solution: First Data

The Clover cloud-based point of sale (POS) solution provides enterprise-level technology for small and medium-sized businesses (SMBs) to help them maximize productivity, efficiency and growth with lower-cost software and a robust set of development tools.

Best Contactless Payments Project: McLEAR by Wirecard

McLEAR started the Smart Ring project to provide a simple and secure method of making payments with just a hand tap, meaning consumers can always carry a way to pay around their wrist. The accompanying RingPay app allows for users to track spending and pause or lock a lost or stolen ring.

Best Prepaid Card Solution: WeGift

The platform facilitates real time access to e-gift cards from over 500 brands, helping businesses deliver payments in a fast, cheap and efficient manner. The company claims to have embedded e-gifting into a range of new industries and applications, with the testimonies to back up the claim.



Best In-store Payments Solution



Best Contactless Payments Project



Best Prepaid Card Solution



Anti-Fraud Solution of the Year



Security Innovation of the Year



Most Disruptive Payments Technology

Anti-Fraud Solution of the Year: Eckoh

Across CallGuard, ChatGuard, EckohPAY and e-wallet payments, Eckoh's technology was selected for its comprehensive approach to payment security – the judges particularly praised its work on advancing call centre anti-fraud capabilities.

Security Innovation of the Year: Gala Technology

While taking card payments over the phone or by mail has declined in popularity, keeping MOTO transactions safe is still crucial, with Gala's solution appearing to present a real alternative, helping to reduce processing costs and simplify regulatory compliance.

Most Disruptive Payments Technology: SmartTrade App

Built out of a job lead generation solution for plumbers, this app now covers all trades and gives self-employed workers an easier way to take payment. It now features functionality for scheduling jobs, tracking sales and invoicing, making reports and integrating with accounting software.

Payments Start-up of the Year: Token.io

Since launching in 2016, this business has established a platform that allows banks, customers and developers to move money and information securely, instantly and without friction worldwide, by harnessing Open Banking APIs.

Technology Provider of the Year: Vocalink

Backed by Mastercard, this real-time payments platform has driven new standards of security and reliability, as well as supporting new apps that deliver ever greater control and convenience to businesses and consumers – narrowly beating the highly commended Pay360 by Capita to the prize.

Best Merchant Acquirer or Processor: Credorax

To meet the needs of merchants for a stable and robust platform, Credorax developed the Source payment gateway – connecting globally through third-party data aggregators, allowing merchants to process payments in over 120 currencies and via over 100 alternative payment methods.



Payments Start-up of the Year



Technology Provider of the Year



Best Merchant Acquirer or Processor



Best Cross-Border Payments Solution



Lending Initiative of the Year



Personal Finance App of the Year

Best Cross-Border Payments Solution: SWIFT

SWIFT's gpi project aims to make real-time, 24/7 cross-border payments as convenient, cost-efficient and accessible as domestic payments. The judges admitted the technology is not far off becoming ubiquitous, as it moves to corporate payments and stretches across the globe.

Lending Initiative of the Year: Divido

By providing customers with an alternative solution to pay for high-value items, retailers are now able to rapidly build new revenues streams. Divido's lending platform demonstrated that not only does the prospect of a sale occurring increase, but the average order value is also likely rise.

Personal Finance App of the Year: Yolt

The Open Banking revolution has enabled Yolt to create a connected, digital economy for users, unshackling their transactional data and giving them the control to choose who they share it with, whilst also benefitting from integrations to allow them to get a full picture of their accounts.

B2B Payments Innovation of the Year: Barclaycard

The bank's Precisionpay bank transfer service means buyers get the cash flow advantage of paying later while the supplier gets the cash flow benefit of being paid on time – all of which is happening in an automated process with minimal technology or process change.

Best Alternative Payments Project: AsiaHawala and Comviva

To overcome payment infrastructure challenges in Iraq, Asiacell leveraged mobile technology and incubated AsiaHawala, the country's first service for the financially excluded to meet wider socio-economic objectives – powered by Comviva's mobquity platform.

Marketing Campaign of the Year: Wirecard

Printemps launched a dedicated WeChat Pay campaign for the Chinese peak travel period around the May holidays, in the form of sponsored ads, special discounts and in-app offers, all with the help of Wirecard's China Payment Services team.



B2B Payments Innovation of the Year



Best Alternative Payments Project



Marketing Campaign of the Year



Best Use of Biometrics



Blockchain or Cryptocurrency Initiative of the Year



PSD2 or Open Banking Initiative of the Year

Best Use of Biometrics: Jumio

Jumio Authentication claims to be the first end-to-end video-selfie identity solution in the market that allows businesses to build a 3D face map during enrolment and then re-verify the user in the future for ongoing authentication – beating off the highly commended HSBC entry in the process.

Blockchain or Cryptocurrency Initiative of the Year: Coinbase & Paysafe

Coinbase and Paysafe are attempting to solve cryptocurrency's biggest problem with the Coinbase Card, a Visa debit card issued by Paysafe which links directly with the cryptocurrency exchange in the UK and Europe; letting consumers spend their coins in the real world.

PSD2 or Open Banking Initiative of the Year: Token.io

The second award of the evening for this startup, the judges praised this entry's examples of customers putting the solution to good use – driving banks and payment providers to share data and innovate for the benefit of consumers.

Payments Infrastructure Award: SWIFT

The other double award winner bagged its second prize for work on the Australian New Payments Platform, which judges called a very significant initiative, bringing the country in-line with the trend towards real-time payments.

Payments Innovation of the Year: Bink

Bink was founded in 2015 to address the growing frustrations with retail loyalty programmes, with the app aiming to unite disparate schemes in one place, with automatic notifications offered at point of sale and rewarded every time they shop at participating stores.

Payments Pioneer Award: Gary Prince, Chairman and Chief Strategy Office, SmartTrade App

The final award of the ceremony recognised a contributor across multiple firms who championed the smart use of digital technology and payments integration into a sector that historically was highly paper-based and cash-oriented. The app - which already won an award earlier in the evening - is a great step forward for independent traders and Gary is a true pioneer in this sector.



Payments Infrastructure Award



Payments Innovation of the Year



Payments Pioneer Award

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PAYMENTS AWARDS 2019





Best Use of Biometrics



Jumio

In a category full of innovative new payment security solutions, the company won Best Use of Biometrics for Jumio Authentication, which allows businesses to take biometric user data during enrolment and then re-verify the user in the future for ongoing authentication using the same biometric data.

Historically, financial services organisations required customers to visit a local branch office and present proof of identity and address to open an account or execute transactions. Now, they can make the process easier, quicker and safer by using artificial intelligence, optical character recognition, biometrics and computer vision.

Jumio Authentication incorporates anti-spoofing technology into its online identity verification suite to capture and process the user's face images taken from any 2D smartphone camera or webcam. The face frames are then reconstituted to create a 3D face map which contains over 100 times more liveness data than a 2D photo. This liveness detection ensures the user is physically present and prevents masks, dolls, photos or videos - including

deepfakes - from fooling the system.

Ultimately, this allows financial services organisations to leverage one solution for identity proofing and authentication, instead of integrating two separate solutions.

The judging panel said the entry demonstrated strong technical mastery, coupled with growing market penetration. "This is a truly pioneering biometric Know Your Customer solution and a worthy winner," said one judge.

Philipp Pointner, chief product officer at Jumio, commented: "This is a big honour for us, especially in light of the other esteemed nominees in this category - the award speaks to our ongoing commitment to innovation and face-based biometrics in serving the payments industry.

"We're continuing to evolve, innovate and better serve our payments customers, and biometrics with certified liveness detection is empowering better customer experiences and superior fraud detection."





Tough on fraud. Easy on customers.

Discover why leading financial institutions worldwide trust Jumio's AI-powered identity verification.



Onboard more customers



Stop fraud at account opening



Simplify KYC/AML compliance

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Technology Provider of the Year, highly commended

Pay360 by Capita

Picking up a highly commended award in this category was Pay360's innovative fraud and risk management technology, Optimize.

The judges were particularly impressed with the case study given, with transport company Go-Ahead looking to reduce level of fraudulent activity, which was leading to higher costs and a reduction in conversion rates.

The Optimize real-time rules engine enables payment acceptance rules to be built to suit specific scenarios, from simple checklists to complex strategies. Featuring multiple data sources to select from when creating bespoke rules and thousands of unique data points, it acts as a defence against fraudulent transactions, supporting businesses to identify and accept more genuine customers.

Go-Ahead introduced the Optimize rules engine in 2018, integrating the interface into Go-Ahead's existing management information portal. The fact that Optimize gives the ability to set production rules into a live test mode offered greater control to run analytics on live transactions volume without having it a bearing on transaction authorisations.

A rule was set up to govern acceptance of 3D Secured transactions which didn't grant chargeback liability shift for Go-Ahead. The company applied this rule to its busy Gatwick Express account, minimising the possibility of fraudulent orders slipping through the net unnoticed, which had been the case historically.

Overall, Go-Ahead prevented an additional £4 million of fraudulent payments in one year alone, with chargeback levels also reduced by around £4,000 per month.

The judging panel said that the solution was making a real impact for clients, with demonstrable evidence across Key Performance Indicators.

Stephen Ferry, Pay360's managing director, commented: "We're really pleased that our unique fraud and risk management tool has been recognised for its powerful capabilities in helping our clients to reduce fraud, whilst increasing their revenue.

"To be highly commended as Technology Provider of the Year is an impressive achievement – we look forward to supporting more businesses to optimise their revenue with the latest, most innovative, fraud and risk technology."





Most Disruptive Payments Technology / Payments Pioneer Award

SmartTrade App

SmartTrade took home two awards at this year's ceremony, bagging both Most Disruptive Payments Technology for the app and Payments Pioneer for company chairman Gary Prince.

Founded in 2012 to simplify job lead generation for plumbers, within two years the technology had turned into an integrated payment and job management solution for tradespeople generally.

After extensive research on the existing market of mobile payment options, the team decided the first step in development should be an app allowing users to take card payments straight from their smartphone. Next up was full paperless recording, allowing merchants to send customised invoices, quotes and receipts using the app or online dashboard.

After further funding and development, the app now features functionality for planning and scheduling jobs, delegating jobs to your team, tracking sales and invoicing, data summaries and accounting integration with existing software. Crucially, 98 per cent of these functions are available offline, with the last two per cent being the final stage of a card being processed, which only requires a regular 3G network.

In the last 18 months, the app has integrated Mastercard's Pay by Bank App, allowing merchants to accept direct push payments direct, working with its payment gateway platform for access to global acquirers as well as investment for further development, integration and marketing.

SmartTrade is planning a group-wide solution for EQUALS, previously FairFX, is in the final stages of white labelling its solution to large UK banks, and is also eyeing a US expansion in the coming year.

The judges praised this innovative concept and noted its rapid expansion from plumbers to all trades, with a range of new functionality and payment integration.

As for the company's chairman and chief strategy officer, the panel named him a payment pioneer for his

contributions across multiple firms in the space.

"He championed the smart use of digital technology and payments integration into a sector that historically was highly paper-based and cash-oriented," the judges stated. "The app is truly a great step forward for independent traders in UK and he is a true pioneer in this sector."

SmartTrade's chief executive Kevin Vorland commented that after a challenging year, through which the company has taken a complete 180 with a new board and new vision, he was delighted to win these awards.

"As a company looking to become a global technology provider of payments solutions, there's no better award for us to put on our shelf than Most Disruptive Payments Technology, as it's exactly how we want to brand ourselves.

"Further, we are immensely proud and privileged to have Gary as the chairman of our board and also chief strategy officer," he added. "However, there was never a doubt in my mind he'd run off with the Payments Pioneer of the Year award after everything he's done for the industry."



