

# CASE STUDY



## NEW PAYMENTS PLATFORM INTEGRATION INDUE

The world of banking is changing, becoming faster and better to meet the needs of our growing economy. Integral worked with Indue to develop an advanced integration solution so it can remain at the forefront of the industry.

### WORKING WITH INDUE

Indue designs solutions that help organisations cut through the complex payment landscape, helping millions of Australians make easy payments every day.

Established by credit unions to provide payment services to the credit union industry, Indue’s mutual heritage remains the bedrock of the company. It has expanded its payment partnerships to include:

- mutual banks, credit unions, building societies and banks
- retailers, corporate organisations and mortgage originators
- church funds and charities
- Commonwealth and state government agencies.

**THE NPP IS DESIGNED TO SUPPORT AN ECONOMY THAT NEVER SLEEPS, NEVER TIRES AND NEVER SLOWS.**  
— **New Payments Platform Australia**

### THE CHALLENGE

The New Payments Platform (NPP) is a major industry-wide initiative to develop a new infrastructure for Australian payments. It’s a fast, flexible and data-rich payments system for governments, businesses and consumers to meet the needs of our demanding economy.

Indue was an early adopter in the original tranche of financial institutions to take on NPP. As part of this, Indue needed to be ready with its NPP solution by industry target dates.

To ensure implementing the NPP would be successful for Indue, we needed to integrate the new NPP payment gateway with Indue’s current technology architecture and existing MS Dynamics source systems.

### THE SOLUTION

We developed this solution alongside Indue’s internal team—working to its existing processes, controls and quality gates—to ensure stakeholders enjoyed exceptional service throughout the entire project.

The successful solution we developed included:

- a future-proof design of a logical integration solution to meet Indue’s NPP needs
- establishing a Red Hat JBoss Fuse integration platform
- creating two critical physical services that used the new platform: a payment gateway to Back Office Settlement System (Universe) and a payment gateway to the Indue Case Management System.

We then completed rigorous testing regimes for the two physical services to meet Indue’s technical requirements. We supported Indue’s internal team to successfully complete user acceptance testing, and provided a 60-day post implementation warranty service.





### **INTEGRAL VALUE-ADD**

We helped develop and implement an integration platform that's built to last—servicing Indue's immediate NPP needs and its future integration needs, too. We achieved this by using open architectural principles to future-proof Indue's solution for many years to come.

### **ABOUT INTEGRAL**

Integral is a leading provider of business and technical solutions and services for organisations with complex IT needs.

Established in 2001, Integral operates across Australia as well as extensively throughout South East Asia, working with telecommunications companies, government departments, financial institutions or any organisation that has a critical business reliance on information technology.

At Integral, we specialise in delivering the complex. If your business relies on IT and it is critical to your success, we can help make it simple and provide great outcomes.

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