i2c Payment Card Processing

Over the last 10 years the card account processing system of i2c has never experienced authorization downtime for any of its card-issuing customers, which operate in every one of the world's 24 time zones. The company touts the quality of software code for its success in avoiding downtime. Self-reporting diagnostics monitor software application behavior and identify diminishing performance. This enables i2c to step in and correct problems before the system breaks down.

The design of i2c's Agile processing platform incorporates four active databases that write every transaction. The configuration management of Agile's architecture is based on clusters of redundant Oracle and Sun servers.

Every i2c customer worldwide, and every product (credit, debit, prepaid) in any format (physical, digital wallet, mobile app, web, and instant issuance virtual), and program (loyalty, government disbursement, employee expense/incentive, payroll, and more) associated with those customers uses the same computer source code. This supports easy in-house creation by i2c customers of new product and program modules, which integrate with existing modules without friction. The concept is modeled after Lego blocks. Clients of i2c are largely self-sufficient when designing new products and programs.

The company expects to gain card-issuing clients among card issuers currently tied to third party processors, which understandably serve their large customers first. Midsized and small issuers seek differentiation from competitors just as larger issuers do. However, large issuers have in-house programmers to write custom code for loyalty, customer communications, mobile, and other programs. Midsized and small issuers don't have in-house programmers or the money to hire outside specialists. The Agile platform lets them create programs in-house to differentiate from competitors without having to write custom code.

Last year, i2c issuer customers with more than 200 programs processed more than $20 billion in total card volume. The majority of that purchase volume was tied to prepaid cards. However, the mix of i2c's customer base is changing quickly. Of the 53 conversions to the Agile processing platform last year, 80% of the programs were credit card portfolios.

About 50% of the transactions i2c processes are initiated in the U.S. Other top markets are Australia/ New Zealand, Korea, and Japan. Visa is a partner in
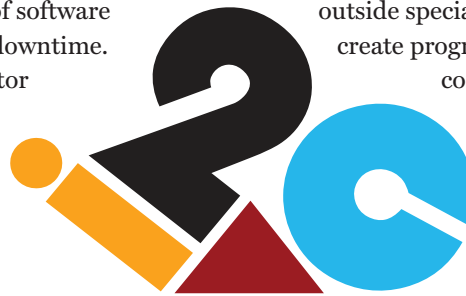
> **Architecture is based on clusters of redundant Oracle and Sun servers.**

Asia-Pacific and Latin America, where it offers i2c for prepaid card management. In every world region at least 1 of the 10 largest banks is an i2c customer. By the end of 2018, i2c expects to have 1,000 employees, including new IT and client services staff in Omaha, Nebraska.

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