CASE STUDY

Enhancing user experience and data protection:

Comtrade 360's solution to multinational money transfer challenges

Industry

Fintech products and solutions

Technology

React Native
Google Analytics
Firebase
GraphQL
BPM (Business Process
Management)

At a glance

For multinational fintech companies, promoting user experience that instills customer trust and confidence in the safety of their personal data is paramount. Assurance that providing such data enables smoother money transfer transactions within the app across a large list of countries around the world is also crucially important. Therefore, when presented with an opportunity to develop and enhance user experience, trust, and data protection for our client, our team delivered on the project through a versatile combination of experience and expertise.
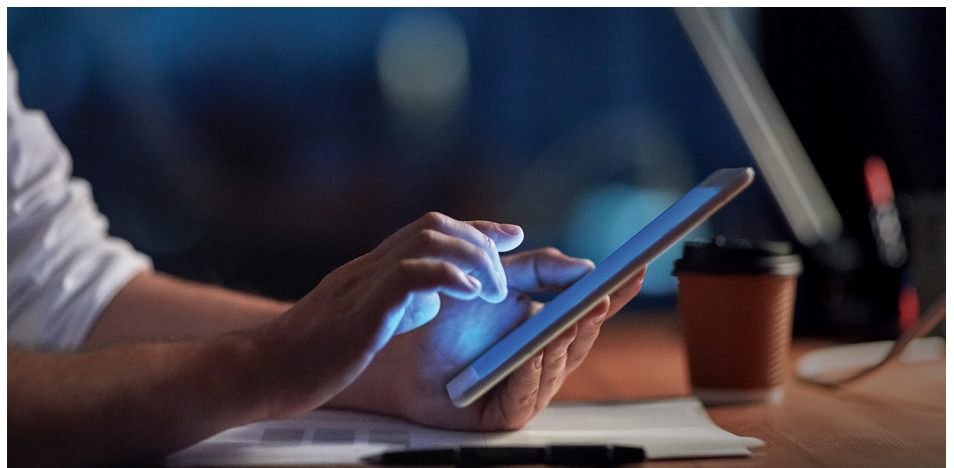
Client

Our client is a large multinational fintech company that offers international money transfer and remittance services. They initiated the development of the next-generation version of their fintech application, a complex payment system, which required expanding the development team's capacity to enable the transfer of monetary transactions through their mobile application's key features.

Project goal

Our client aimed to implement a new solution that utilizes the latest technologies to provide a single codebase for their mobile and web applications. This solution would enable shorter release cycles, a uniform user experience across devices, increased market penetration, facilitate testing and maintenance, and cloud integration.

The primary objective of this project was to expand the client's R&D team to handle the increased workload required for developing and implementing mobile money transfer solutions.

About Comtrade 360

Comtrade 360, a member of the Comtrade Group, helps businesses stay ahead in an ever-evolving digital world. For more than 30 years, we have accelerated innovation and growth by providing solutions to key technology partners.

Our clients, leading enterprise infrastructure and system software vendors across the globe, know what we're about: delivering a comprehensive range of top-notch software development services and solutions for your IT challenge.

Challenge

We faced the challenge of handling the Know Your Customer (KYC) flow for a large and growing list of countries as every country has independent regulatory policies that require different types and amounts of user data to consider them compliant for money transfer. Additionally, we needed to provide users with the best possible experience, and constant monitoring of user behavior through the application with short release cycles.

Results

Comtrade 360's expertise in promptly assembling a trusted and dedicated team to develop a sensitive part of the fintech application for their client, demonstrates reliability in providing teams with appropriate technology stack knowledge that can either integrate with project teams or function independently to deliver against goals.

Testimonial

"Comtrade 360 engineers were a great fit for our team. They were skillful, proactive and independent. Project we were working on was a brand new app built using new technologies and innovative approaches and Comtrade 360 engineers contributed a lot for the success of the project within tight deadlines. They managed to organize themselves and handle all mobile-related work without constant manager supervision, acting like owners and caring about code quality and customer experience. Engineers contributed heavily not only to the codebase but also to UI/UX aspects of the team showing their good understanding of mobile development. They also proved to be flexible in working hours when required and showed care about our customers."

Maksym Khrypko
Line manager, Front-End Development team, WorldRemit