

# Creating a Platform that handles over 100 million Faster Payments per month

## CASE STUDY

Our Client, a Tier 1 bank, had been running their payments processing on complex and ageing technology and required a new flexible platform to support the ongoing growth in UK Faster Payments. The Bank needed to migrate to new technologies which were capable of performing real-time payments processing, and also needed to enable their platform to easily adapt to regulatory changes such as PSD, PSD2, Ring Fenced Bank and Open Banking. This had to be implemented alongside the changing integrations required to enable several major mergers and divestments, plus numerous other internal initiatives. As the scope of Faster Payments for our Client increased, they needed an innovative partner who could provide both payments domain expertise and high-quality delivery.

## Why Icon Solutions?

Our Client faced the challenge of finding an onshore partner with expertise in both architectural governance and quality assurance for delivery. Beyond this, they were in urgent need of innovation and insight into the evolving methods of IT design and delivery: DevOps, Agile Delivery Methodologies, Containerisation and Microservices.

Icon Solutions was selected to both design and oversee the delivery of our Client's UK Faster Payments platform, because of our architecture expertise and successful record of delivery (both in terms of software development and programme management). Furthermore, our unparalleled payments domain knowledge and innovative approach, made us the perfect partner for this programme..

## Our Approach

Icon's approach was based on challenging complex solutions, making pragmatic decisions and maintaining multiple ongoing perspectives to ensure both innovation and supportability.

As a result, Icon was key to the initial successful delivery of the UK Faster Payments platform for the Bank, with experienced architects, designers and developers leading a large mixed Client/offshore team, supporting the path to production and providing L3 production support (support that we still provide more than 10 years later). The payments platform today runs 24x7, executing enormous volumes of payments: in excess of one hundred million Faster Payments per month, and thirty-three million BACS transactions on a peak day's processing.

## The Outcomes

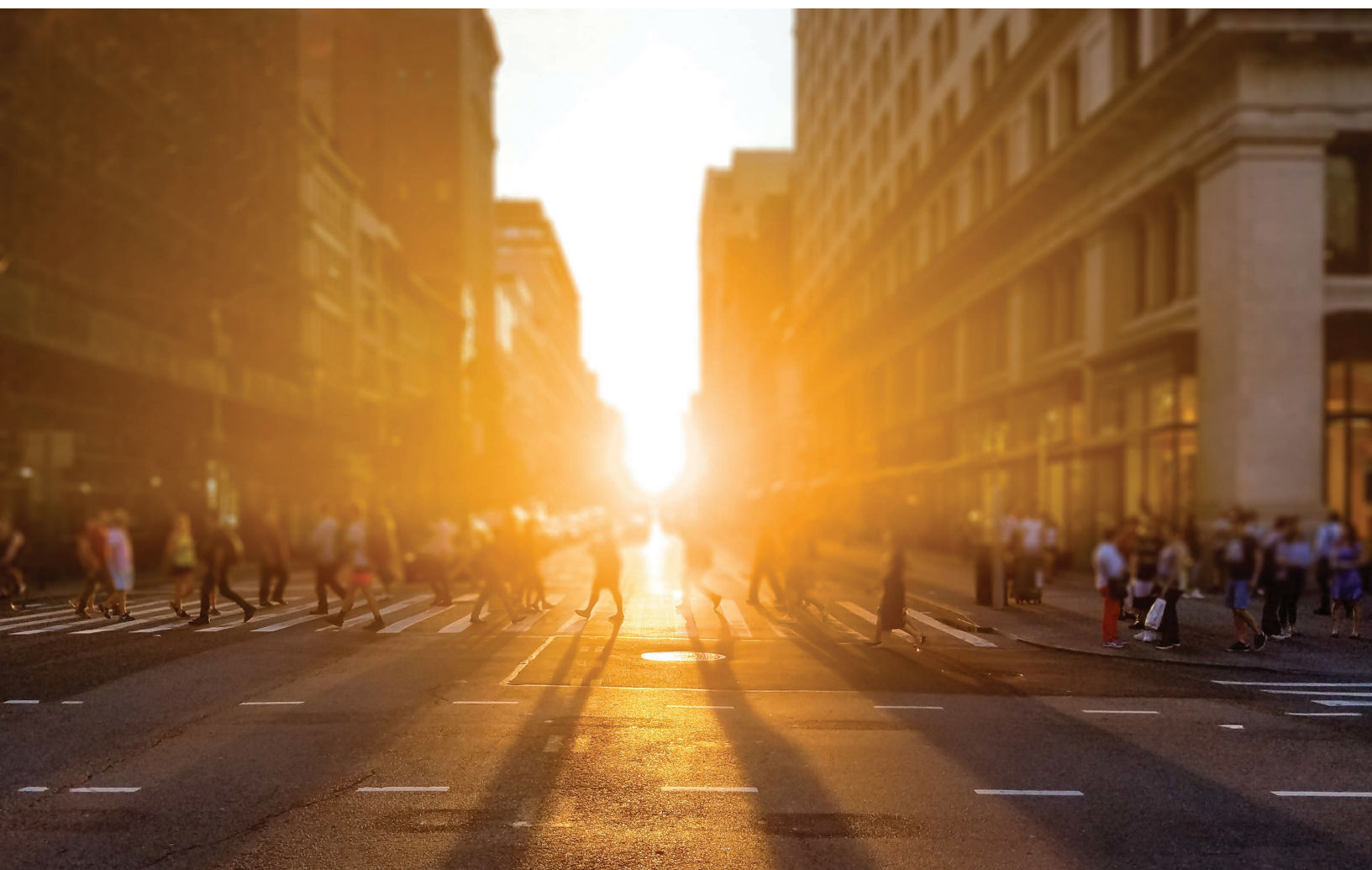
The initial programme scope was the delivery of the Bank's platform for UK Faster Payments. Quickly following this, the platform also was enhanced to include processing for SEPA Direct Debits, PayM, Inter-Account Transfers, Cash ISA and Current Account Switching, plus elements of International Payments and BACS.

Without Icon's engagement, the Bank would have been at significant risk of delivering their UK Faster Payments solution beyond the mandated schedule and with significant issues in robustness, reliability and availability. This would have had long-lasting effects which would also have impacted the ability to support the significant regulatory requirements and internal initiatives that followed. The Bank would have been far slower to innovate and would have been unable to address key areas that required improvement.

As a direct result of Icon-driven initiatives, our Client:

- Met deadlines mandated by industry regulation
- Introduced Continuous Integration and automated manual regression testing into the CI pipeline (reducing the regression test cycle from six weeks to one day)
- Simplified a large monolithic application into smaller, independently-deployable business-centric applications (bringing significant benefits to build, deployment and testing timescales)
- Streamlined the platform and its delivery processes using Agile Delivery Methodologies, Containerization, Microservices and Cloud-readiness

Payments is a complex and business-critical domain. Icon has extensive experience in guiding our Clients through these myriad challenges, as well as implementing successful, robust and future-proofed solutions.



**DISCOVER HOW ICON CAN HELP  
DIFFERENTIATE YOUR ORGANISATION**

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