



Case study

Fraedom | Europe | United Kingdom | Financial services

Fraedom finds strength in NTT partnership

Company Name:
Fraedom

Client Quote:

'NTT has a big commitment to R&D, and there's innovation going on in some of its business units that we may be pleased to take advantage of in the future. That's another indicator that what we have is a real partnership, not just a customer-supplier relationship.'

Gareth Jones, Director of Information Security and Platform Operations, Fraedom

www.fraedom.com



'No other provider had the same global reach as NTT for data centers and network. What's more, there was a clear cultural fit – NTT bought into the collaborative, partnership approach we were looking for.'

Gareth Jones, Director of Information Security and Platform Operations, Fraedom

Background

Adding value to commercial card programs

Commercial card programs from banks and card networks enable organizations all over the world to track and control expenses and purchasing. Using cards does away with the hassles of cheque requests and petty cash, and helps prevent fraud.

But organizations need more than just the cards: they also need to be able to run statements and reports, monitor transactions and credit limits, and manage cards and expenses.

Rather than invest in developing and operating their own systems to provide those services, many leading banks and card networks provide them using Fraedom's comprehensive white-label platforms for payment and transaction management. Delivered on an SaaS basis from a secure private cloud, the Fraedom platforms process over half a million transactions every day for more than 200,000 organizations.

Objectives

Continued growth and service innovation

Already providing its platforms to customers in many parts of the world, Fraedom pursues an ongoing strategy of expansion into new regions. At the same time, they continue to refine their platforms and develop new capabilities to meet customers' evolving needs. One such innovation is Fraedom's virtual card technology, which allows the creation of unlimited digital cards that exist for single transactions.

[Read more](#)

Disclaimer: The work described in this case study was performed while the company was known as NTT Communications.

‘Working with NTT globally simplifies everything. It means we have a single pane of glass for managing all our resources, which is a big help as we carry out our expansion plans.’

Gareth Jones, Director of Information Security and Platform Operations, Fraedom

Challenges

Simplify and standardize globally

Fraedom was founded nearly 20 years ago, but retains a start-up’s agile approach to running a business. That’s why they don’t build and manage their own IT infrastructure to host their platforms. Instead, they prefer to work with specialists who can meet their needs for securely hosted, scalable infrastructure all over the world. ‘Because the data processed by our platforms is sensitive, it has to reside in specific geographies to comply with data sovereignty requirements,’ says Gareth Jones, Director of Information Security and Platform Operations at Fraedom. In the past, the company met those requirements by engaging with a number of regional infrastructure providers.

‘Working with multiple providers became complex in terms of service delivery and management, and made it difficult to ensure we were using globally standardized infrastructure,’ says Jones.

‘With an ongoing program to grow our business and extend its reach, we knew it would be simpler and more efficient to work with a single provider who could meet our needs anywhere in the world.’

Users log in to their Fraedom services over the internet, but Fraedom itself needs direct access to the infrastructure to monitor and manage its platforms and deploy new code. ‘We therefore looked for a supplier that could also provide us with a secure, high-performance private global network,’ says Jones.

Solution

IaaS that’s the same the world over

Fraedom chose us to provide them with Infrastructure-as-a-Service (IaaS) worldwide. The IaaS hosting Fraedom’s platforms is housed in our secure data centers in the UK, US, and Australia, for data sovereignty purposes. NTT also provides a global MPLS network to enable Fraedom to connect to its platforms.

‘No other provider had the same global reach as NTT for data centers and network,’ says Jones. ‘What’s more, there was a clear cultural fit — NTT bought into the collaborative, partnership approach we were looking for. They were ready to listen to our needs and help us grow.’

We provide IaaS as a managed service, but Fraedom can manage its own virtual machines (VMs). That makes it quick and easy, for example, to scale VMs up to provide extra capacity.

When a much bigger leap in capacity is needed, we install additional servers and storage based on a joint scoping exercise with Fraedom. ‘They help us meet the challenge of rapid global provisioning with ease, enabling us to respond efficiently to market demand,’ says Jones.

The IaaS is monitored and managed by our technical teams in Spain and Australia. ‘Our platforms never sleep: we have operations, development, and security teams around the world constantly maintaining, managing and updating them,’ says Jones.

Benefits

Lasting partnership supports future vision

By working with us as their global partner, Fraedom has achieved their aim of standardizing their infrastructure worldwide and reducing the supplier management overhead. They also have the convenience of a single contract and service level agreement and consolidated billing. ‘Working with NTT globally simplifies everything,’ says Jones. ‘It means we have a single pane of glass for managing all our resources, which is a big help as we carry out our expansion plans.’

Jones points out that compliance and security audits are also much more straightforward than before. ‘We’re auditing just one company’s processes and policies, which are the same in all locations,’ says Jones. ‘And from an operational point of view, we only have to train our own staff on one supplier’s practices, so we can on-board people faster and they become productive sooner.’

Since the initial agreement in 2011, we have continued to develop our partnership. ‘Right from the start, they helped us define and execute as a partner, and that’s never changed,’ says Jones.

As well as having new geographies in its sights, Fraedom also keeps a keen eye out for opportunities to add new services to its platforms. ‘NTT has a big commitment to R&D, and there’s innovation going on in some of their business units that we may be pleased to take advantage of in the future,’ says Jones. ‘That’s another indicator that what we have is a real partnership, not just a customer – supplier relationship.’