

FLYSAA Gets The SafeShop Treatment For Secure Online Transactions

Client:	SAA
Industry:	Airlines - Online ticketing
Country:	South Africa
Challenge:	Providing a payment gateway for online ticket sales
Solution:	MWEB SafeShop payment gateway
Results:	New online payment system for SA's leading online retailer

Executive Summary

As a result of a new requirement by some of the leading retail banks in South Africa, online retailers such as SAA have been tasked with implementing additional security measures for web transactions. For SAA, these additional requirements necessitated a modification of the payment gateway link between the flysaa.com website and the banks. MWEB Business, using its e-commerce platform, SafeShop, provided SAA with the ability to process online transactions securely and effectively. MWEB Business also provided SAA with the ability to automatically reconcile transactions in its financial system through SafeShop. Since the ability to pass third-level data through to the acquiring institution was vital, SafeShop was a clear choice for the customer, as the product has been used successfully for this purpose previously. A dedicated link was also put in place for SAA to ensure complete redundancy of all payment communications.

Client Overview

[Flysaa.com](http://flysaa.com) is the online travel portal of South African Airways, the country's national airline carrier. The site offers everything travelers need to for travel to, from and within South Africa. The site provides a comprehensive range of interactive online services and useful information for local and international travelers. Over 1 million people visit the site every month and a high percentage of SAA ticket sales are booked directly on flysaa.com.

Business Challenge

In order to implement additional security measures for web transactions, SAA was required to modify its payment gateway links between the flysaa.com website and the banks. This necessitated SAA changing its e-commerce service provider.

MWEB Business won the tender to provide the necessary payment solution for SAA.

Results

SAA is the largest e-tailer in South Africa, so the payment gateway for its website had to have the capacity to handle large volumes of transactions on a daily basis. As a result of the SafeShop implementation, transactions are processed securely and the same volumes are processed through the SafeShop gateway. Since MWEB Business owns the SafeShop platform and because it is so flexible, it was a simple enough process for MWEB Business to manipulate the platform to accommodate the custom reports required by the client.

MWEB Business's experience as a leading eCommerce enabler and particularly its experience in the airline online ticketing industry was key to the success of this project. The capabilities of the SafeShop product, its stability and flexibility, as well as MWEB's relationships with the banks ensured the transition process was handled efficiently.

The next step in the project will be to explore alternative payment methods for the flysaa.com site. SafeShop caters for various alternative payment methods including AutoPay from Standard Bank, eBucks, FNB Cell Pay Point, MiMoney, Nedbank Secure Payment and UKash.

Solution provided

MWEB Business provided a safe and secure payment solution that entailed integrating SAA's website, flysaa.com, with SafeShop to process online credit card transactions. The MWEB Business SafeShop platform is one of the most comprehensive and secure e-commerce systems available, providing all the tools a business needs to conduct secure transactions, and manage and analyse sales online. SafeShop is made up of a suite of products that can be customised to a company's needs. These include a secure payment gateway that provides a real-time link to participating banks for direct processing of payments.

All SafeShop transactions are conducted between the SafeShop engine and the bank concerned, never between the customer and the merchant. SSL encryption and tamper-proof digital objects prevent hacking and impersonation and Verisign certification minimises risk and provides peace of mind.

MWEB Business facilitated the following at SAA:

- Integration of flysaa.com website into SafeShop Payment Gateway Professional
- Ensure the reconciliation data runs on SAA's financial system

A dedicated diginet link from SAA to MWEB was installed as redundancy as well as to provision custom reports.

Conclusion

MWEB Business's experience in e-commerce and its expertise developed in working with other players in the airline industry in particular, has proved valuable for the SAA project. As the provider of over half of all e-commerce payment gateways in South Africa, the MWEB Business SafeShop platform is one of the most comprehensive and secure e-commerce systems available.

For more information on Safeshop from MWEB Business , please call MWEB Business on 011 340 8400 or send an email to business@mweb.com.

