



# FSS Merchant Hub

Assured Business Agility for  
an Omni-Channel World

## Flip Side of Omni-Channel Payments

Acquirers need a new operational blueprint in an omni-channel payments landscape. A proliferation of channels, the blurring of lines between in-store, online and mobile, and expanded payment options creates significant management and business complexity. Acquirers need to have an integrated view of merchants and transactions for improved business efficiency. But getting there poses challenges.

In most acquiring organizations, transaction acquiring infrastructure comprises discrete systems from multiple vendors. Channel processes and technologies exist in silos, with each channel having its organization, process hierarchy and application stack. Merchants accepting card present and card not present transactions, for instance, are managed by distinct systems.

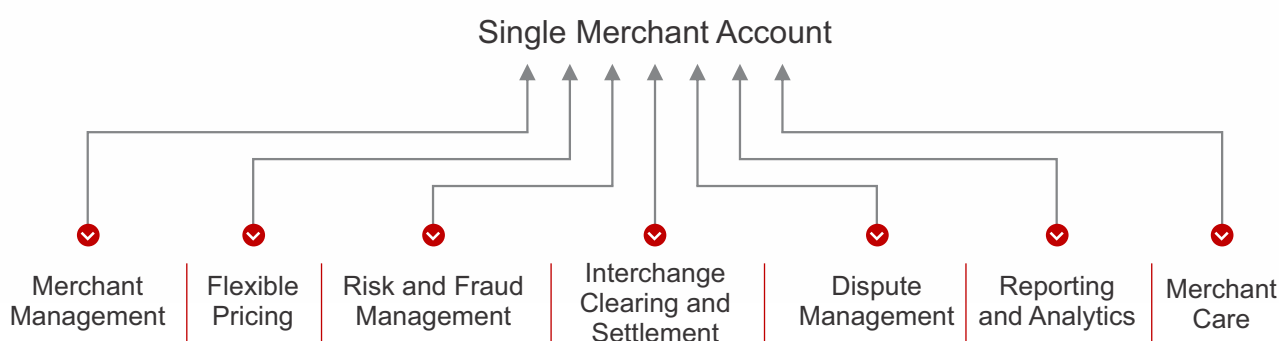
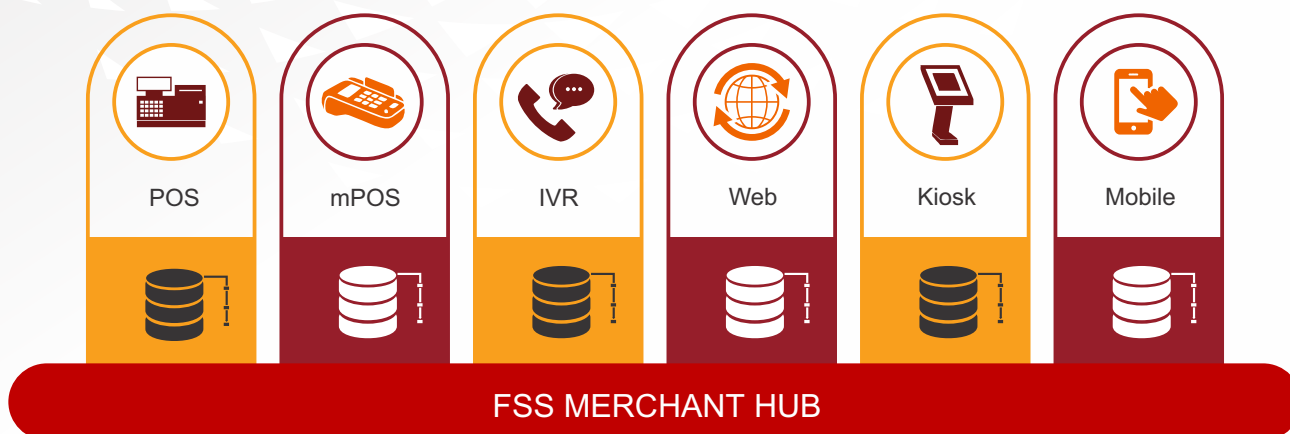
This segregation of systems inherently results in a duplication of functions, compounding operational complexity, costs and risk. As an example, an update to a merchant's account needs to be replicated on multiple systems. For acquirers with a large merchant portfolio, siloed operations, slows response time, impedes ability to service merchants efficiently and achieve segment growth.

## A Step Change in Business Efficiency

FSS Merchant Hub, a unique business support system, simplifies operations in a complex omnichannel payment landscape. Merchant Hub consolidates critical business functions -- merchant onboarding, risk management, accounting and settlement across POS, internet and mobile channels onto a single platform. As an example, centralized merchant onboarding and account provisioning, as opposed to performing Know Your Customer checks for merchants for each payment channel. An aggregated view of the business streamlines operations and improves business agility.

The Merchant Hub skillfully manages the complex ecosystem of products sourced from numerous third-parties. Importantly, the Hub is built to complement existing channel payments infrastructure, enabling acquirers to preserve legacy investments and lower costs. Additionally, acquirers have the flexibility to adopt a progressive approach and integrate with a single channel and seamlessly add-on channels to meet evolving business demands.





## Key Modules

FSS Merchant Services Hub allows merchant acquirers to efficiently manage a large and diverse portfolio of merchants. The key functional modules include:

### ➤ Merchant Management:

Organizes merchant relationships in any hierarchy—for example by geography, merchant type, location, group, corporate structure or business type

### ➤ Flexible Pricing:

Supports tailored pricing options—tier-based, transaction-based, special fee and interchange plus pricing based on merchant segment - to differentiate offerings

### ➤ Risk and Fraud Management:

Comprehensive rule-based framework to define risk checks based on merchant profile and transaction specific parameters

### ➤ Interchange Clearing and Settlement:

Supports clearing and settlement with multiple interchanges – VISA, Master Card, UnionPay International, AMEX

### ➤ Dispute Management:

Automated dispute management improves process transparency, and resolution time for merchants

### ➤ Reporting and Analytics:

Holistic actionable business insights to improve efficiency and enhance merchant engagement

### ➤ Merchant Care:

Allows merchants to self-manage accounts, view transaction reports and access transaction reports lowering support costs

## Benefits We Deliver

### ➤ Optimises Back-Office Efficiency

- ◊ Single point management solution for critical business functions, eliminates redundancies, simplifies operations and lowers overheads
- ◊ Flexibility to configure merchant products and services, with zero dependency on IT organization, improves time to revenue

### ➤ Delivers Superior Merchant Experience

- ◊ Single know your customer process optimises time to on-board a merchant
- ◊ Optimises average call handle time and first call resolution rates as merchant servicing teams have a complete view of merchant accounts and transactions
- ◊ Provides merchants the complete flexibility to select payment acceptance channels and deploy additional channels at marginal costs within hours
- ◊ Ability to manage and organize merchant relationships in almost any hierarchy expands reach
- ◊ Improves cash flow positions by supporting multiple settlement cycles
- ◊ Improve business performance with comprehensive and clear reporting on daily sales across channels
- ◊ Lowers chargeback volumes via comprehensive risk controls

### ➤ Boosts Topline Growth

- ◊ Flexibility to develop tailored pricing plans - based on merchant profile, channels, transaction volume and value and risk score - drives portfolio growth and revenues
- ◊ Cross-channel insights into transactions and merchants drives business performance improvements and sales growth

### ➤ Reduces Risk Loss

- ◊ Supplements internal risk checks with merchant risk information and transaction level fraud data from interchanges to prevent suspect actors from entering the ecosystem
- ◊ Consistent view of transactions across channels fine-tunes risk controls - lowering risk exposure and fraud liability
- ◊ PADSS 3.2 certification ensures compliance with highest levels of information security

### ➤ Preserves Existing Business Systems

- ◊ FSS Merchant Services Hub is designed to work with a range of existing third-party applications, protecting existing business investments

### ➤ Multiple Business Models

- ◊ Supports multiple deployment models -- licensed or hosted on FSSNeT, FSS private cloud, or a third-party cloud -- in line with business needs of acquiring institutions

## About FSS

Financial Software and Systems (FSS) is a leader in payments technology and transaction processing. The company offers a diversified portfolio of software products, hosted payment services and software solutions built over 25+ years of experience.

FSS, end-to-end payments suite, powers retail delivery channels including ATM, POS, Internet and Mobile as well as critical back-end functions including cards management, reconciliation, settlement, merchant management and device monitoring. Headquartered in Chennai, India, FSS services leading global banks, financial institutions, processors, central regulators and governments across North America, UK/Europe, ME/Africa and APAC and has 2,500 experts on-board.

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