

CASE STUDY

CarPay-Diem, A Transformational Success Story Supported by CTG Luxembourg

The Client

Founded in 2018, CarPay-Diem is a startup of 15 employees based in Windhof, Luxembourg. Leveraging its solution that integrates with third-party applications, CarPay-Diem enables contactless payment at gas stations. It allows its customers—oil companies—to build customer loyalty by offering them personalized offers. Today, 1.3 million transactions have already been carried out via CarPay-Diem.

The Challenge

CarPay-Diem was looking for a partner capable of providing a high-performance data center that could ensure transactions are performed in few seconds. Because it involves financial transactions, the organization must provide enhanced security to its customers and partners. Moreover, CarPay-Diem needed 24x7 support for one of its customer and could not support this internally.

The CTG Solution

The main goal of CarPay-Diem was to focus in one part on business development and in another part on apps development without having to manage the hosting aspect.

In collaboration with CarPay-Diem's developers, CTG Luxembourg PSF set up a private cloud data center solution, performed load tests, and put it into production. A 24x7 CTG support team is available for one of CarPay-Diem's customers.

The model is based on ITIL methodology with the support of various CTG Delivery Centers (DC), especially DC Support for ticket management and DC Infrastructure for the operational maintenance of systems. The Account Manager and Service Manager lead governance and quality monitoring efforts.

Results

CTG implemented high-performance technical equipment that accelerates contactless mobile gas transactions, completing them in two or three seconds. The use of highly secure data centers (Tier IV) and CTG's PSF status have enabled the organization to offer its customers and partners the required security safeguards. Their customer was convinced by CTG's support and quickly implemented it. CTG offers a scalable infrastructure, which allows CarPay-Diem to calmly consider the future development of its digital activities.



About CTG CTG is a leading provider of digital transformation solutions and services that accelerate clients' project momentum and achievement of their desired IT and business outcomes. We have earned a reputation as a reliable, results-driven partner focused on improved data-driven decision making, meaningful business performance improvements, new and enhanced customer experiences, and continuous innovation. CTG has operations in North America, South America, Western Europe, and India. The Company regularly posts news and other important information online at www.ctg.com.



www.ctg.com