



AsiaPay Optimizes its Digital Payment Services with VMware SDDC

[AsiaPay](#) is one of the leading payment service providers in Asia, dedicated to providing advanced, integrated, and cost-effective digital payment processing solutions and services to banks and e-businesses around the world. Founded in 2000, AsiaPay now operates 13 offices in Asia Pacific.

Industry

Financial services, ecommerce

VMware footprint

- VMware® NSX® Data Center™
- VMware NSX Distributed IDS/IPS™
- VMware NSX Advanced Load Balancer™
- VMware vRealize® Operations™
- VMware vRealize Network Insight™
- VMware vRealize Log Insight™
- VMware vSAN™

Riding on its two decades of success, AsiaPay decided to level up its digital innovation with VMware solutions, creating a state-of-the-art software-defined data center (SDDC) that optimizes security, scalability and operational efficiency across its data centers and application frameworks. The end result is a solid, future-proof infrastructure that supports its leading role in digital payment services across the region and helps its customers stay competitive.

About the customer

AsiaPay is one of the leading payment service providers in Asia, dedicated to providing advanced, integrated, and cost-effective digital payment processing solutions and services to banks and e-businesses around the world. It offers multi-currency, multi-channel integrated payment services, including credit and debit cards, ebanking, QR code payment, digital wallets, buy now pay later, over-the-counters and other digital means, together with cutting-edge technologies such as fraud detection, tokenisation, and data analytics. Founded in 2000, AsiaPay now operates 13 offices throughout the Asia Pacific region.

Complex infrastructure limits business growth

In the past few years, global digitalization and shifting consumer habits in working and shopping have dramatically accelerated digital payments. This growing phenomenon has forced merchants, card issuers and payment service providers to refine their services and invest in new technologies to meet customers' changing needs in terms of speed, safety, payment options and the overall digital experience.

“To help our customers stay competitive, our services and operations need to run with a high degree of dynamism, security, flexibility and efficiency. However, our traditional system was close to saturated in scalability, capability and capacity. We needed a total transformation.”

Edward Lo, Associate Director, System Operation, AsiaPay

Due to rapid business growth in the last two decades, AsiaPay infrastructure had evolved drastically. The increasing volume of network equipment, devices, and applications was not only creating tremendous challenges for its operations and management, but also making it difficult to scale out and expand to support modern applications and increasing workloads. The rising levels of heterogeneity and complexity were also incurring huge costs in terms of OpEx and skills development.

In addition, as a bank-grade digital payment service provider, maintaining a highly secure and self-guarding infrastructure was mission critical to ensure long-term success for AsiaPay. In fact, it's a vital requirement to be Payment Card Industry Data Security Standard (PCI-DSS) compliant, mitigate risks from cyberattacks, and ensure data privacy even in the midst of rapid digital transformation.

Building a future-proof infrastructure with a trusted VMware roadmap

As a long-term VMware customer, AsiaPay knew it could count on VMware to develop an outcome-focused roadmap that would guide it on its digital transformation journey.

“We have been working with VMware for a long time. VMware is recognized as the leader in the global software-defined infrastructure market. We have great confidence in VMware solution roadmap, which has the power to transform our infrastructure into a future-proof engine for growth and innovation.”

Edward Lo, Associate Director, System Operation, AsiaPay

VMware provided a total solution to help AsiaPay build a state-of-the-art SDDC that strikes a perfect balance between agility and security. This means supporting the stringent needs of data security and business compliance while also enabling fast, efficient and flexible services to meet the dynamic needs of AsiaPay business. This new infrastructure integrates a number of cutting-edge VMware solutions, including NSX Data Center, vSAN, and vRealize.

VMware NSX Data Center delivers a solid SDDC architecture that helps AsiaPay simplify and automate its overall data center operation and management with a complete set of logical networking and security capabilities and services, including intrusion detection and prevention services (IDS/IPS), gateway and application firewall, enterprise load balancing, virtual private network (VPN), quality of service (QoS), and monitoring, all of which help AsiaPay achieve PCI-DSS compliance with a high level of security practices and control.

AsiaPay further implemented vSAN to consolidate its storage and compute resources for unifying management and making it ready for next-generation applications, while additionally deploying vRealize to enable self-driving operations for highly scalable log management, and advanced analytics and troubleshooting.

Transcending digital payment abilities with VMware Infrastructure

With VMware working shoulder to shoulder with AsiaPay on its transformation journey, from initial consultation and solution advisory to architecture design, implementation and testing, AsiaPay can now align its business with its IT for better outcomes.

With VMware software-defined network, AsiaPay now enjoys intrinsic security built across its IT environment and application wares with continuous lifecycle workload monitoring and automated security policy management. By operationalizing Zero Trust security, NSX Data Center enables AsiaPay to reduce false positives, and protect its critical data and applications from unauthorized access, use, disclosure, interruption, modification, and destruction. The top-notch security features ensure the entire system runs securely in accordance with the PCI-DSS standard and global data privacy compliance.

By removing the bottleneck of manually managed networking and security services and policies, AsiaPay can streamline its IT operation with end-to-end visibility and control across virtual and physical networks. The new system also reduces the costs, labor and time required to configure and maintain on-premises infrastructure. Indeed, the company is now able to automate continuous performance optimization at minimal risk and cost.

With dynamic resource management, centralized monitoring, dynamic security control, and intelligent remediation, AsiaPay IT administrators have a full set of the logical and automated tools they need to run the enterprise environment, from several servers to tens of thousands of servers distributed across multiple data centers. This greatly improves the company's operational efficiency, including a significant reduction in troubleshooting time, improved mean time resolution, reduced manual effort, and automated alerts to prevent outages and downtime.

As the pace of business accelerates, IT is under increasing pressure to bring new products and services to market quickly. With VMware NSX Advanced Load Balancer, AsiaPay can now provision services 97 percent faster than before. For a typical resource provisioning task that previously required two weeks to complete, VMware NSX Advanced Load Balancer only needs two hours. This enables AsiaPay to provision, deploy and manage new apps and services at the speed that business demands, empowering the company's ability to innovate and grow with greater agility and efficiency.

With VMware software-defined network, AsiaPay can reduce its capital expenditure by integrating networking and security functions on a single platform, and slash OpEx through simplified operations and optimized traffic flows.

"We're very glad to have VMware as our major technology partner," says Edward Lo, associate director, system operation, at AsiaPay. "Our VMware infrastructure helps us achieve the unprecedented levels of agility, quality, security and economics that modern business requires in its IT operations. It is imperative that we continually transcend our digital payment abilities to help businesses enhance their commerce strategies, fortify customers' experiences, and drive growth."

Keeping the momentum going

Change is always challenging, especially for a fast-growing company like AsiaPay that must now maintain its forward momentum while also safeguarding its growth, adapting to market changes and rising to new opportunities.

"To fulfil our customers' diverse digitalization needs in digital commerce and payment, we will continue to embrace change and innovation," says Lo. "As our valuable partner, VMware plays an important role in helping us to sustain that momentum."