



SecurePay Network is one of Australia's leading online payment services, providing companies, utilities, government and merchants with a secure gateway to complete transactions over the internet, by phone, or through custom software applications.

Through linkages with major banks, electronic banking and information technology service providers, SecurePay delivers real-time secure communications and provides dependable connectivity 24 hours a day so other companies and their suppliers and customers can perform transactions from anywhere, at any time.

Handling about \$4.2 billion worth of online payments per annum on behalf of around 2000 customers Australia-wide, SecurePay needs to be able to rapidly identify and resolve any network problems that may arise across its complex system as soon as possible.

SecurePay uses **MessageNet** to monitor its online operations on an ongoing basis so that the company's information technology team will be automatically notified by an SMS text message if there is any interruption to the system. SecurePay's IT team also receives hourly SMS messages via **MessageNet** advising of the system's status.

"We rely on **MessageNet** for emergency messaging; it's used as a call to action for our IT team to fix whatever has gone wrong in the system," says SecurePay manager Rob McIntyre. "We couldn't do it any other way. It's either having the **MessageNet** messaging system or otherwise it's having to pay someone to sit in front of a computer and monitor it on a 24x7 basis, which is obviously extremely expensive."

Mr McIntyre says **MessageNet** is ideal for emergency escalations because of the way the system can automatically generate SMS messages from the SecurePay network.

"Obviously if there is a problem with any of our systems we need immediate notification. With so many online payments occurring continuously, every minute counts basically. If we don't remediate the situation within a 15 minute window, then the data centre will make the physical call to a number of escalation points.

"**MessageNet** is the first point of call in terms of monitoring the system that we've got set up."

### **Company Profile**

SecurePay offers commercial organisations, utilities, local government and e-merchants secure B2B, B2C, and payment services via the internet, phone, or custom software applications.

The company has more than 2000 customers around Australia and processes \$4.2 billion worth of online payments per annum through its system, including over \$100 million per year in credit card transactions for local government and municipal councils alone.

### **The Challenge**

SecurePay's system is used by its customer base 24 hours a day, and any problems experienced on the network need to be reported and acted upon immediately.

### **The Solution**

**MessageNet** has been integrated with the SecurePay system so that SMS messages are sent to IT escalation staff automatically if there is a systemic problem. Messages are also sent on an hourly basis as part of ongoing system monitoring.

**Benefits**

Messaging process is automated and immediate

Cost-effective solution for a 24 hour need

Can easily integrate into own system

Core IT staff can be contacted anywhere

For further information

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