

CASE STUDY

# Global Processing Services ensures stable operations and prepares Fidoo for European expansion

The ability to offer unrivalled control of its card programme builds European capabilities for Fidoo.



## About Fidoo

Fidoo is based in Prague, Czech Republic with a client base including ŠKODA AUTO, Smartwings, Stilling Films and Economia.

Fidoo offers smart expense management for businesses wishing to go paperless and digitise their processes.

With Fidoo, clients pay for any business expense with their own corporate prepaid card and take a picture of the receipt with a smart mobile app. The process is entirely automated with approval passing seamlessly to the bookkeeper.

When travelling, Fidoo assists with business trip planning enabling clients to top-up their card for future expenses including tickets, accommodation and more. Everything to do with expense management is covered thanks to Fidoo making it easier, automated and digital.

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**Lukáš Rokos**

Head of Business Architecture, Fidoo

## Situation

Fidoo believes companies spend too much time on financial administration. Their solution promises less paperwork and more business, replacing cash, petty cash, and paper agendas to deliver complete control over expenditure and cash flow management for their clients.

Global Processing Services has been the issuer processor for Fidoo since 2017. GPS helps Fidoo compete and win in the Czech market by offering unrivalled control over where and how their cards can be used. Features such as the ability to block card usage for certain Merchant Category Codes (MCCs) mean Fidoo can limit where cards can be used. For even greater control Fidoo was able to add cards to 'limit groups' so that specific cards can be assigned different spending limits and parameters.

## Challenge

The Fidoo team is excited about its stable operations and EU growth and knew a more strategic focus was required after it became fully compliant with new payment and security regulations. While going through this process, the need to migrate Fidoo to a new issuer unexpectedly became an urgent priority.



## Benefits

“GPS has helped us through many unknowns”, said Rokos. “We rely on them for a high level of service and support. It is important to us that every issue that we have experienced has been resolved quickly throughout what has become a long, supportive relationship”.



More than 900 customers



16,500 active users



15,000 prepaid business cards



More than 400,000 transactions a year

## Solution

“We were initially very focused on meeting the latest PSD2 regulations and implementing 3D Secure fraud technology”, said Lukáš Rokos, Head of Business Architecture, Fidoo. “This ensured we could continue to deliver expense management services seamlessly to our clients and also avoid what could have been financial penalties for non-compliance. GPS took care of everything perfectly - and then we discovered the problem with our issuer, which also affected many other fintechs”.

“There was a lot of work that needed to be done to connect us to our new issuer”, recalls Rokos. “Thanks to GPS, the process all happened on time with no disruption to our business operations or the quality of service provided to our clients”.

GPS then turned to supporting Fidoo in preparations for its strategic European expansion plans, making crucial system enhancements. For example, many currencies can be adequately displayed in just a few digits, but individual exchange rates may demand more, such as on the maximum card balance amount. This system enhancement will better enable Fidoo to quickly expand into new global markets.

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Head of Business Architecture, Fidoo

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