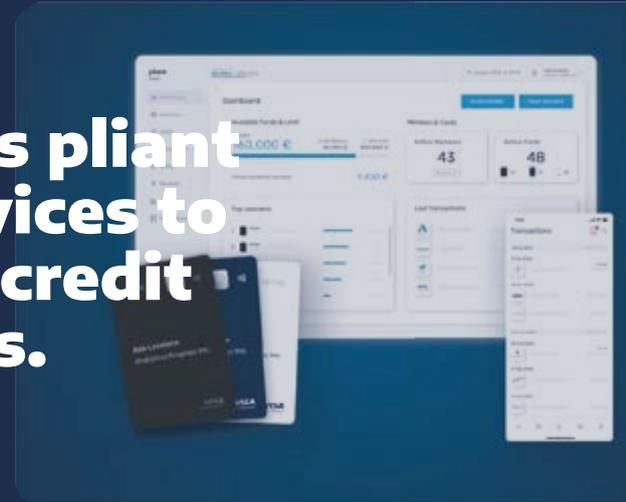


CASE STUDY

Industry disruption enables pliant and Global Processing Services to rapidly deliver new digital credit card for German businesses.

GPS stepped up to coordinate complex workstreams so pliant could be the first in its market to launch the Visa Infinite Business credit card.



About pliant

pliant offers modern corporate credit cards. Their convenient and easy-to-use card management platform allows for flexible setting of card limits, real-time reporting and seamlessly integrates with a customer's existing setup of accounting and travel expense management tools and processes. On top of that, pliant offers competitive terms with attractive cashbacks and partner deals. Their Visa Infinite Business cards are equipped with useful features like tailored insurance packages and worldwide airport lounge access.

“

Despite the turbulent times created by the Wirecard situation, GPS remained responsive to our needs and enquiries during the onboarding process when things were changing on a daily basis”

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Malte Rau
CEO and co-founder of pliant

Situation

pliant offers fully digital corporate credit cards for German businesses. High limits, premium card perks, onboarding without stepping inside a bank and the ability to issue cards with just the tap of a button means pliant can deliver an effective and seamless way for businesses to manage their spending.

“We saw the German market was lacking a modern digital credit card that meets the specific needs of businesses and adjusts to individual processes”, said Malte Rau, CEO and co-founder of pliant.

pliant offers the first Visa Infinite Business credit card in Europe, a digital B2B credit card specifically tailored to work with small to medium-sized enterprises (SMEs). From request and approval flows for employees to real-time reporting, this state-of-the-art card technology can be used virtually via a mobile or through a physical card in around 200 countries.

The team reviewed a number of competitors before making their final selection for their payments processor. “We chose GPS due to their competitive pricing, proven track record, and responsiveness”, said Rau.

Challenge

pliant was progressing quickly towards its target launch date when issues with Wirecard, which was both its issuer and issuer processor, were exposed. Wirecard's operations were suspended, forcing the launch plans for pliant into uncertainty. Visa referred pliant to GPS for help.





Benefits

The launch of the pliant card took place in February 2021 after gaining approval from their new issuer.

“We were impressed with the ability of GPS to co-ordinate the number and interdependencies of the workstreams”, said Rau. “Synchronising all the stakeholders was not an easy task but all the different pieces of the puzzle fell into the right place quickly – and in time”.

The Visa Infinite Business card is a new type of Visa standard which provides a number of additional benefits including premium rewards, exclusive savings and easy-to-use online expense management tools.

“We were first to launch a new Visa standard”, said Rau, “and that was only possible due to the strength of the GPS platform and the speed the team brought it to market. We would definitely recommend GPS and we look forward to their support in our international growth”.

Solution

GPS stepped up to assist a number of programme managers like pliant who were impacted by the suspension of Wirecard’s operations. Not only did GPS take on the processing, but it also facilitated introductions and led conversations with issuers who could step in.

As part of their rapid response, GPS quickly appointed an account manager, held workshops with the pliant team and swiftly turned around technical issues. pliant was able to get up-to-speed quickly on the GPS API stack and its Real-time Data Feed. pliant became one of the first clients to utilise this functionality with GPS. This involves GPS providing stand-in processing in the event that pliant is not able to respond to authorisation requests.

“Despite the turbulent times created by the Wirecard situation”, remembers Rau, “GPS remained responsive to our needs and enquiries during the onboarding process when things were changing on a daily basis”.

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Looking for a Paytech Partner? Let’s talk about your big idea