

SIMFONIE™

FINANCIAL SERVICES AT YOUR FINGERTIPS



Mobile phones now make it possible to conduct financial services anytime anywhere. Whether settling bills or purchasing retail items, consumers can use mobile payments to carry out a variety of transactions. Simfonie, a mobile solution, supports every aspect of mobile payments, from mobile wallet management to security and online transaction reporting.

Simfonie provides mobile wallets, mobile payments, and mobile banking features on a single platform. Users can make card purchases, bill payments, remittances, and airtime top-ups on their mobile phones. Thanks to bank-level security, the solution allows mobile operators, banks, financial institutions, and other enterprises to deliver financial services to banked and unbanked customers.

Simfonie services

▶ Mobile wallet management

Simfonie manages mobile wallet accounts for individuals, agents, and merchants. Float and Mirror accounts are maintained internally or with a bank conforming to regulatory requirements.

▶ Agent management

Agents are registered in Simfonie to provide cash-in, cash-out, airtime top-up, and other financial services to individuals. They earn revenue from service charges and commissions. Bank accounts and cards are used as payment instruments.

▶ Airtime top-up

Individuals can top up their own mobile phone or a friend's mobile phone using a wallet or another payment instrument associated with the wallet. Agents can provide airtime top-up as a service.

▶ Mobile banking

This service allows individuals to securely access bank accounts, view balance and transaction history, transfer funds, and access other financial services on a mobile phone.

▶ Bill payment

Businesses interested in offering bill payment are registered as billers and have an option to present bills in bulk. Mobile wallet users can register for bills, register payment arrangements, schedule payments, and pay bills anytime anywhere.

▶ Mobile parking

Simfonie integrates with an external parking management platform to provide services for individuals to buy parking tickets using mobile phones.

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▶ Remittances

Simfonie supports national remittance through an agent conforming to AML, CFT, and local regulatory requirements. International remittance is supported through an external remittance company, for example China Pay.

▶ Mobile payments

Individuals can use the mobile wallet and other payment instruments associated with the mobile wallet to pay merchants and purchase products.

▶ Bulk transfers

Simfonie provides a service for enterprises and government agencies to perform bulk deposits through batch files into a designated mobile wallet account. For example: social welfare payments and salaries.

Key features

▶ Customers can register for Simfonie at ATMs, bank branches, call centres, websites, agents, and via mobile phones. They can access services through SMS, USSD, STK, J2ME, Android, iPhone, and RIM.

▶ Hardware Security Modules (HSMs) are used for all user identification, authentication details, and transactions. Sensitive information is masked in storage, traces, customer views, and transactions.

▶ The look and feel of a Simfonie product is configurable through the GUI at runtime.

▶ Simfonie uses component-based architecture to introduce new business modules to the solution as business grows.