



Copayment is a payment security company that provides IT distribution and consulting services to both financial and non-financial customers throughout Latin America and the rest of the world. The company maintains strategic alliances with major payment organizations and data security providers.

Copayment is committed to helping customers securely connect to payment systems and grow their businesses. They maintain the highest security standards with solutions that are fully compliant with PCI DSS.



AT A GLANCE:

- ▶ Headquartered in Monterrey
- ▶ Boasts a diverse client portfolio
- ▶ Specializes in fraud prevention
- ▶ Over 25 years in business

Copayment case study

Cyber resilience through strategic partnerships

2020 was a crucial year for the financial sector. Many organizations were challenged to find inventive ways to grow amid rapid changes in the market. The Mexican payment security company Copayment began a strategic partnership with Futorex during this time. They sought a technology partner with best-in-class customer support matched by technological expertise and found the ideal fit with Futorex. In the years since, Copayment has leveraged Futorex's HSM platforms to grow its customer base and market share, opening the doors to global opportunities for the fast-growing company.

Technology partnerships

Futorex partners with a wide range of IT distributors and consultants to help organizations around the world protect their most sensitive data. With Copayment, the cryptographic focus is payment security. Hardware-based cryptography is the most effective way of securing payment transactions, and is accomplished with hardware security modules (HSMs). Futorex develops and manufactures HSMs that organizations can deploy on-premises (or in the cloud) to acquire payments, issue payment credentials, perform point-to-point encryption (P2PE), and more.

IT distributors and consultants with high standards like Copayment look for HSM providers that ensure a high level of compliance with data security standards like PCI and FIPS. They also look for an HSM platform that can fulfill the widest array of cryptographic use cases as conveniently as possible: whether encrypting cardholder data or issuing digital certificates, the more user-friendly the process is, the better it generates interest and business. Organizations like Copayment also look for a technology partner supports diverse APIs and client libraries for easier integration with host applications.

It is of equal importance for an HSM provider to offer exceptional customer service. After all, securing payment networks with cryptographic hardware is complex. When critical questions arise, there can be no delay in answering them. Ultimately, Copayment found Futorex's HSM platform to be the best answer to these many considerations.



Project goals

In Copayment's mission to provide enterprise-grade payment security, they needed to establish a partnership with an enterprise-grade HSM provider whose technology would help them grow their customer base across new markets.

One of Copayment's major services was connecting fintechs, payment processors, banks, and other organizations in the payment sector through their cryptographic infrastructure. Copayment was already working with local customers within these fields, and wanted to branch out and work with large, international financial organizations. As such, they needed their technology provider to offer full PCI compliance.

Technology partnership

Copayment sought to establish a long-term partnership with an enterprise hardware cryptography provider. Copayment was looking for a partner with the following qualities:

- Full PCI compliance
- Excellent customer service
- Technological expertise
- User-friendly solutions

New market verticals

Copayment had 25 years of experience in the payments industry, and was looking to expand its reach into new economic sectors. Its cryptographic infrastructure would need to deliver reliable throughput and diverse functionality that could be adapted to new customers in different industries.

International expansion

In order to stay competitive in the LAC market, Copayment would need an HSM platform that could easily meet international compliance requirements. This would allow it to acquire new customers without having to clear any compliance-related hurdles.

Payment HSM Use Cases

Transaction acquiring

The process whereby merchants capture cardholder data, encrypt it, and transmit it through a series of payment gateways and processors, which convey it to the bank which issued the card. The bank validates the data and notifies the merchant as to whether or not the transaction is approved.

- CVV generation and validation
- EMV validation
- Database encryption
- Mobile payment acceptance
- PIN translation and verification
- Point-to-point encryption (P2PE)

Card and mobile issuing

The process whereby financial institutions such as banks and card companies generate cardholder and account data for customers. It entails the secure management of encryption key lifecycles and mobile tokens.

- EMV key generation & derivation
- PIN and offset generation
- Online and mobile PIN management
- Mobile token issuance (including host card emulation tokens)

Secure code environment (SCE)

Futurex cloud payment HSMs function as secure code environments (SCEs) to allow clients to run tests, build software, and develop prototypes in a cryptographically secured environment.

- Application testing
- Software development
- Rapid prototyping



Forming the partnership

The decision to work with Futurex was initially based on our reputation for expertise in cryptography, chips, and keys. Copayment made it clear that its HSM platform would be essential to its daily operations, providing transaction security for customers.

According to a representative of Copayment, "Our specialists chose Futurex due to two reasons; the experience and the support offered. The support is one of the best value-added services of Futurex, as the technicians feel free to ask specific questions, and they know will be clarified."

After Futurex explained its support scheme, as well as its high compliance certifications and universal integration support, Copayment determined that working with Futurex would allow it to offer a quality service at a competitive price point.

Integrating Futurex's HSM platforms and solutions with Copayment's existing applications and infrastructure was fast, simple, and secure. Copayment was able to immediately scale its throughput to process more customers, cards, and transactions.

Outcomes

HSM platform

One of the key solutions that Futurex helped Copayment implement was its HSM platform. Futurex HSMs play a critical role in Copayment's day-to-day operations and have allowed the company to increase their customer base. Copayment's first success story with Futurex's HSM platforms was with a fintech company, where they could assess all the functionalities of the HSMs in both test and production environments.

A spokesperson for Copayment stated, "Futurex equipment has been an important piece to increasing our customer base, due to the same keys, new customers are able to migrate to Copayment. And of course, also, thanks to our technology that includes the security of Futurex HSMs."

Ongoing support

During the global pandemic of 2020, Futurex provided important updates and training to Copayment, helping them stay up-to-date with new cryptographic solutions and continue to provide secure payment processing solutions to their customers.

Compliance advantages

The PCI DSS compliance and PCI PTS HSM v3 certification of Futurex HSMs have opened the doors for Copayment to work with larger payment organizations like American Express, VISA, and PROSA. Since deploying Futurex solutions, Copayment has seen steady growth in its customer base and market share. They attribute this success to the enhanced security, compliance and functionality provided by Futurex's HSM platforms.





Contact Futurex

If you have any questions about this case study, or about any and all things to do with hardware-based key management, feel free to contact our team of subject matter experts for more information.



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