



European neobank, Viva Wallet, enables faster and more secure payments using Microsoft Azure

Viva Wallet, Europe's first fully cloud-based neobank, was formed in 2000 when a group of technology experts wanted to make payments simpler and faster for its clients. To ensure highly secure and reliable services across 23 countries, Viva Wallet built its card payment services on Microsoft Azure. With a flexible cloud infrastructure, Viva Wallet is empowered to easily keep testing and developing new solutions to provide world-class payment services to its clients.



[Viva Wallet](#)

Country: Greece

Industry: Banking & Capital Markets

Solution: Azure

Customer size: Medium (50 - 999 employees)

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"We are a neobank with technology in the heart of our operations," begins Niki Sotiropoulou, Group CMO at Viva Wallet. "We provide localized payment and credit services to businesses. Our customers are mainly in the B2B sector, spanning from large groups like retail chains to smaller businesses like taxi drivers and restaurants."

Ahead of its time, Viva Wallet became the first fully cloud-based digital payments factory in Europe. By running all its card acceptance, issuing, and processing services on the Microsoft Azure cloud and using Azure Service Fabric, Viva makes payments for its clients faster and more secure.

Electronic transactions faster than industry benchmarks

Cybersecurity is Viva Wallet's number one priority. "If our customers would feel that their transactions are not stored in a secure environment, everything would fall apart," explains Dimitris Makris, Senior VP for Corporate Development. "Microsoft Azure provides the security we and our customers need."

Service speed is also part of the bank's value proposition that helps it stay ahead of the competition. "The average payment is processed in ten seconds, while our transactions are completed in three," shares Makris. "The difference may seem small, but processing time is something business owners evaluate when choosing their service provider and helps them feel more at ease."



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Always looking ahead

Thanks to its world-class services, Viva Wallet expanded rapidly across Europe. "Two years ago, we were in 13 countries. Now we're in 23," shares Sotiropoulou.

The expanded presence meant greater complexity. "Payment processing is a live service interconnected with numerous organizations," explains Kostas Xiradakis, Product Head, Web and Mobile at Viva Wallet. "That means we need to provide reliable service across these 23 countries and hundreds of local payment systems. Azure enables us to do just that, while also optimizing costs by paying only for the services we use, when we use

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them.” Relying on cloud infrastructure was also crucial in enabling continuous development and supporting new solutions.

One of Viva’s latest innovations is its POS app that transforms smartphones into card readers for payments. “The solution was developed in-house by Viva Wallet and more importantly, has been evaluated by some of the most prominent security labs in the world,” notes Xiradakis.

“We wouldn’t be able to be where we are without the flexibility offered by the rich service infrastructure that is Azure,” states Dimitris Makris, SVP for Corporate Development at Viva Wallet. Leveraging Azure’s capabilities, the company is looking further into artificial intelligence technology. “We’re committed to remain at the leading edge of technology to provide the best possible services to our clients. With Microsoft, we feel that we participate in a bigger ecosystem that supports innovation.”



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Products and services

Azure

Azure Service Fabric

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