Travelex Case Study

Travelex Group is a multinational company that has three key businesses operating throughout the world: the Global Business Payments business provides international and domestic payment services for commercial and personal customers; the Retail business has over 700 locations throughout airports and various tourist locations; and the Outsourcing business provides outsourced travel money services to financial institutions and travel agencies.

Travelex's GlobalPay system enables customers all over the world to remit international payments. This system provides digital invoices and receipts to its customers via email.

The Challenge

Travelex realized as the volume of transactional email from GlobalPay grew, the more important it was to track the distribution and delivery of these emails so they could quickly see who received their invoices and who did not. Their original email platform did not integrate with GlobalPay or provide them with enough throughput or delivery insight.

Why Hurricane MTA Server?

Travelex chose Hurricane MTA Server after determining it met each of their needs in both support of GlobalPay and other in-house applications that generate transactional email. Because Travelex develops many of their in-house applications using Microsoft .Net technology, Hurricane MTA Server became an obvious choice given the ability to extend the server using a .Net API. Deploying Hurricane MTA Server also enabled Travelex to consolidate several email platforms into a single Hurricane MTA Server, saving server and administrative costs.

Email Tracking and Systems Integration

One of Travelex's most important requirements was the ability to track the status of individual emails. Ensuring the delivery of billing notifications and electronic invoices is a critical component to getting paid. Realizing the full cost benefits of electronic invoicing required Travelex to carefully monitor email delivery and react to electronic invoices that were not delivered.

"Hurricane MTA Server solved all of our system-generated email needs, with its excellent API for application integration, all-in-one, robust, very powerful email application. Their support specialists and application engineers are world class and were extremely helpful and responsive in getting the system properly tailored to our needs."

Andy Labenz, Sr. Systems Architect
Travelex

Industry
Financial / Currency exchange

Key Benefits
-Decreased costs by consolidating server platforms
-Increased email reliability
-Real time insight into email delivery
-Decreased costs by emailing digital invoices

Product
-Hurricane MTA Server

Development Environment
- Microsoft Windows .NET

Leveraging the full power of Hurricane MTA Server's .Net plug-in architecture, Travelex was able to automate the tracking of each email by automatically knowing if an email was successful, failed, or bounced. Email status through the API provided a way to save status in real time in their application databases and easily flag non-delivered emails that required a re-send or manual intervention. Problems are now identified quickly and resolved so invoices can be paid on time.

Consolidating Email Platforms

Deploying Hurricane MTA Server gave Travelex a unified email server platform for sending transactional email from several major customer-facing systems. Hurricane MTA Server provided the perfect solution for Travelex. They can send transactional email from different applications, and keep separate configurations, IP addresses, and statistical reports for each application by leveraging the virtual MTA or Account technology within Hurricane Server. This has allowed Travelex to drive down administrative costs by simplifying their internal IT architecture and at the same time significantly improve email delivery.

Enterprise Email Platform

Travelex, like many enterprises today, relies more and more on web-based applications to reach their global customers. Electronic systems using digital delivery of critical business documents are replacing traditional mail and faxes as the chief means of delivering these documents. Email is playing a critical role in the distribution of these transactional documents, and as volume grows, enterprise businesses realize the importance of deploying an email platform that can effectively deliver these important messages.

Travelex recognized this need and chose Hurricane MTA Server as its next-generation email delivery platform because it contains the advanced features required to successfully send and track email, such as email authentication, delivery throttling, bounce handling, and feedback loop processing. Using Hurricane MTA Server, Travelex now has confidence in sending invoices to customers via email.