



Moneybookers London  
[www.moneybookers.com](http://www.moneybookers.com)

# Case Study

## ... and money moves ... Voice Application Hosting for Moneybookers London

### *Initial Situation*

Moneybookers is a leading international online payment system and electronic money issuer authorized under UK and EU law and regulated by the Financial Services Authority (FSA) in the UK.

The company was founded in London in 2001 and started operations in April 2002. In February 2003 Moneybookers obtained an e-bank license and is since then entitled to issue electronic money. In Europe Moneybookers is most widespread in Germany with 77% of its customers, which means that more than 500,000 people use Moneybookers.

Meanwhile Moneybookers has become one of the most popular e-payment providers on the Internet with a transaction volume of more than 1.5 billion Euros a year. Customers can deposit and withdraw money locally in more than 35 countries. Furthermore the company offers localized services in twelve languages and serves more than 4 million account holders worldwide.

Moneybookers allows for sending money via e-mail into more than 30 countries. It is a prepaid system that enables customers to transfer a maximum of 10.000 Euros per transaction. Payments are conducted by specifying the amount and the e-mail-address that runs the Moneybookers ac-

count. Thus purchases of digital goods that do not require a shipping address are anonymous.

Moneybookers can be used as a payment provider in auctions, with payments being processed in real-time. Customers can use a trust service for transactions optionally. There is no chargeback risk for the payees, since chargebacks always debit accounts belonging to Moneybookers.



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*"We're very satisfied with the application and the service by Excelsis. In the past five years the company ensured a very smooth operation."*

Ralf Wenzel, Vice President Sales

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## Excelsis Case Study – Voice Application Hosting for Moneybookers London

### **Solution**

For more than five years Moneybookers has successfully used a telephone application to ease mobile payment operated by Excelsis. This is the reason for us to report about our successful partnership with the strongly growing specialist for online payments based in London.

Excelsis developed a self services application which enables customers to transfer money via mobile phone. Customers just have to enter their PIN. After monitoring their current account balance, they can easily state the mobile number of the payment receiver and the amount of money to be transferred. The service is regardless of location; customers can send money within seconds from wherever they are to every mobile number.

### **Highlights**

- Bilingual: English and German
- Carrier Grade Hosting
- Mobile payments from everywhere at any time
- Successful for more than 5 years

### **About Excelsis**

Excelsis is one of the internationally leading suppliers of solutions for self services based on voice and web portals. With software by Excelsis companies from numerous branches automate their contact center processes.

Excelsis offers products and solutions for companies from the sectors of banking, telecommunications, media, industry and trade, traffic and logistic as well as intersectoral software for speech-enabled information systems, customer management and help desk automation.

Customers include + 400 well-known companies in more than 20 countries. Excelsis has partnerships with global technology suppliers.

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