iseek CASE STUDY

ESTABLISHED 1998 • CLOUD • DATA CENTRES • CONNECTIVITY

Katabat

Katabat is a technology disruptor with unique industry expertise. Founded in 2006 by banking industry experts Katabat provides complete customer experience management solutions. They provide wholistic solutions by leveraging emerging analytics and predictive technologies, allowing clients to be proactive with and informed about their customers needs.

Understand the situation

Many Katabat customers are well recognised Financial Institutions, Utility providers and Automotive lenders within Australia. Their clients have large customer bases and utilise Katabat's software solutions to ensure they can implement market leading communication and payment services with customers. Katabat has held a Level 1 PCI compliance certificate for in excess of 10 consecutive years, so when they were searching for a data centre provider their firm requirements were to:

- Deal with a well-respected organisation to ensure Katabat would continue to comply with strict governance rules, specifically around data security; and

- Provide excellent communication and service to Katabat allowing them to service their clients during the implementation of a new client solution and with the ongoing servicing of existing clients. This has a significant impact as sometimes clients grow their businesses at a rapid rate.

Find a solution

Katabat has two types of clients:

- Enterprise organisations who have very large volumes of clients; and

- Second and Third tier financial lenders, service providers and fintech businesses who have smaller but fast growing customer bases.

Each of their customers have specific and often differing requirements from Katabat from an operations and data housing perspective.

The iseek solution/service has been flexible enough to help Katabat with ensuring they can easily and quickly deploy solutions for any of their clients, irrespective of size and initial data requirements.

With iseek, Katabat have been able to leverage shared infrastructure across multiple clients, rather than have these clients deploy their own solution which at times would potentially be on-premise. The shared infrastructure allows Katabat to leverage better cost efficiencies at initial set up, as well as for allowing them to quickly increase hardware requirements effortlessly when their clients experience rapid growth.

Provide results

Since 2012 Katabat's initial requirement of iseek was to assist with providing a solution of a Tier 1 Australian banking institution client which is still supported today. They have experienced many different deployments since then and iseek continue to provide the necessary support to Katabat that is critical to many of their clients in APAC today.

iseek assists Katabat specifically with their data centre requirements. They continue to experience high levels of client growth across the local APAC region.

The iseek service, flexibility and commitment to Katabat allows them to meet their clients' delivery and service expectations which has been critical to the strengthening of Katabat's business relationships.

"Iseek, and particularly our relationship with sales executive Scott Castles, have played an important role for our business solution in ensuring they understand what is needed and that we are able to meet our project deployment and time frames as expected," says Fabio.

KATABAT

"**We are pleased and confident with iseek's commitment and ability to support us in ensuring that we can appropriately cater for the ever changing needs of our growing client base.**"

Fabio Pavanello
Head of Global Partnership Sales
Katabat • **www.katabat.com**

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Industry: Financial Technology

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