

PayPal is a digital payment provider offering flexible payment methods with more than 81 million active accounts in 190 markets worldwide. PayPal's Bill Me Later product line offers innovative payment services that allow users to pay online or on the phone without using a credit card. Bill Me Later is available at over 1,000 online stores including leading shopping retailer websites such as Apple, eBay, Overstock and Walmart.com.

Challenge

Rapid business growth accelerated the need for expert Java & Oracle developers

With business growing at a rapid pace, PayPal needed to quickly obtain experienced Java and Oracle team members to drive their Bill Me Later IT projects and strategic initiatives forward. PayPal needed a partner that could fit seamlessly into their IT environment and instantly provide value, expertise and employ best practices to improve development efforts and expedite delivery.

Solution

Fairway's long-term partnership services multiple strategic IT initiatives at PayPal

Fairway Technologies worked in close partnership with PayPal business, IT and management teams as a trusted advisor and development partner. Using our expertise in Oracle and Java (including SEAM and Hibernate frameworks), Fairway consultants contributed significantly to the success of multiple projects for the Bill Me Later product line, including:

- Implementation of a global customer service application used by agents to manage customer account information, history and activity, workflow and account disposition
- Integration of Aspect telephony system to the new customer service platform
- Development of the Bill Me Later Shopping website featuring over 650 offers from leading retailers and websites
- Implementation of a new shopping UI that made transactions easier and less error prone
- Re-architecture of critical database processes
- Development of new data models for back-end databases
- User interface and web services integration for a Global Collections Platform



Benefits

PayPal continues to rely on Fairway Technologies as a solutions partner for all phases of their software development life cycle, from requirements gathering, application architecture and system design to development, testing and analysis. By partnering with Fairway, PayPal achieved:

- Consolidation of multiple customer service applications into a unified global platform
- Audit functionality that increases efficiency, compliance and security
- Increased test coverage of active development through the adoption of test automation
- Scalability of system components to meet the growing needs of PayPal's customer base
- Stability of customer-facing system during transition to new code base

Technology

The following tools and technology were used to implement this solution:

Java, JBoss Seam, Hibernate, Oracle, Enterprise Java Beans, Aspect