

Case Study Kiwi.com



The Company

An international travel hub, (formerly known as Skypicker.com), Kiwi is a low-cost flight booking engine with an extensive database of budget flights in Europe. Founded in 2012, the company has since grown to a global low-cost travel engine power house.

Opportunity

- Kiwi is working in multiple countries with many payment providers.
- This causes a challenge to consolidate reports and get a high-level view.
- Growing to process hundreds of thousands of monthly transactions requires a scalable system.
- Global businesses face low local approval rates, resulting in many lost transactions.
- A growing need to optimize global approval rates.

The partnership with ZOOZ

- Kiwi's partnership with ZOOZ has allowed them to manage their payments from a centralized, scalable platform, and to enable them to double their annual turnover in 2018.

Adding Providers to enable growth and scale

- Kiwi works with 5 processors
- 5 APMs are through ZOOZ
- They are able to add providers to support specific local markets and utilize a flexible payment-routing solution.

Increased Revenue by Optimization

By delving into the data, Kiwi were able to find specific areas to focus on, which led to a 5% increase of the overall approval rate.

Growing with ZOOZ


Grew by 
4000%

**x2 ANNUAL
TURNOVER**
in 2018



"ZOOZ helps us to handle payments more effectively and with better results. Its sophistication and scale goes hand in hand with Kiwi's growth."

Oliver Dlouhy CEO - Kiwi.com


5%

Increase in overall approval rates


5+

5 Processors through ZOOZ


5+

5 APMs through ZOOZ

How Kiwi saved Millions of \$\$ with the Instant Retry feature

Transactions fail for many reasons (insufficient funds, provider outages, etc.) - resulting in millions of dollars' worth of lost revenue. As a global brand that processes Trillions of \$ yearly, Kiwi decided to fight back and to send a portion of the declined transactions to an alternative payment provider via the Instant Retry Feature.

The results were stunning.

Kiwi sent a mere **13.18%** of the failed transactions to the Instant Retry feature and managed to save **4.6%** which equaled **8.3MUSD** that would have otherwise been lost.

13.18%

percentage of failed transactions sent to Instant Retry

0.61%

Saved Transactions

=

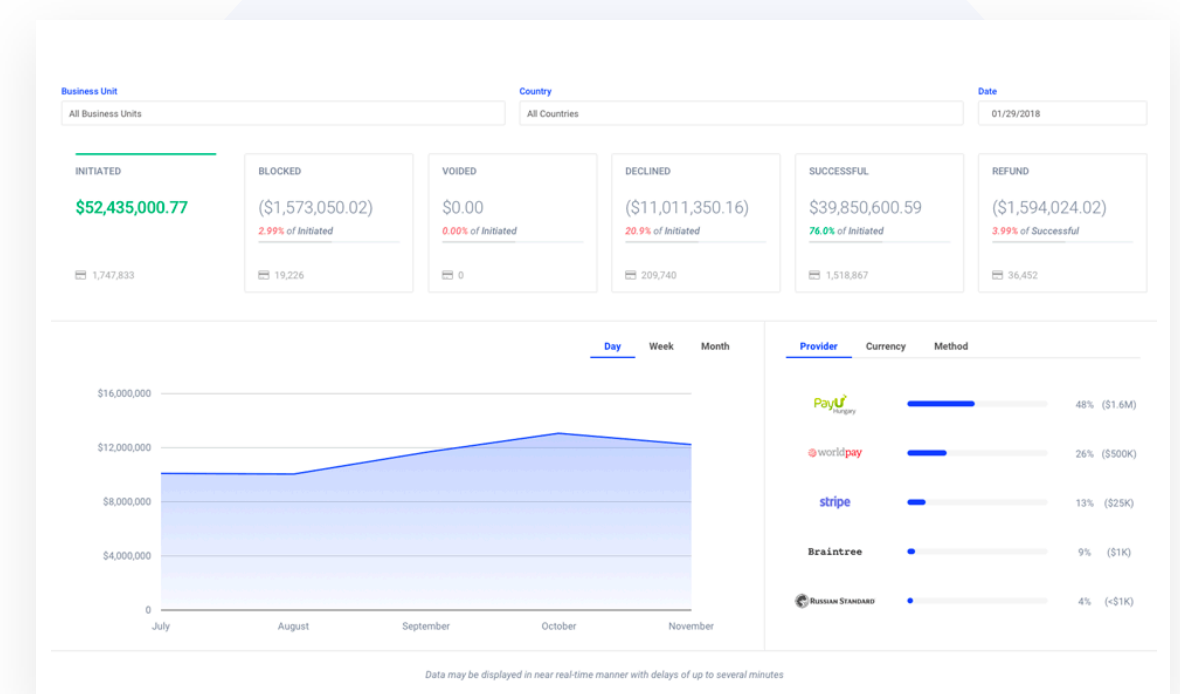
8.3M\$

Added to bottom line

About ZOOZ

The ZOOZ open payments platform helps merchants manage and optimize their global payments operation. The platform enables ecommerce merchants to add payment providers with a click, and route transactions to specific providers based on their business needs.

For more information visit us at www.zooz.com



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