

Revolutionizing Digital Payments and Loyalty with Couchbase

Wollette is an innovative fintech company focused on redefining commerce through an innovative agentic commerce platform and revolutionary contactless account-to-account payments. Wollette's platform enhances consumer commerce experiences by offering businesses seamless, cost-effective payment processing and personalized loyalty programs. Their solutions address the need for faster, more secure payment methods and offer businesses valuable insights into customer behavior while promoting environmental sustainability through digital receipts.

Challenges

- **Performance bottlenecks:** Traditional systems couldn't support the required transaction speeds and complexity of Wollette's data topology, limiting the potential of Open Banking solutions and significantly impacting user experience.
- **Security and compliance issues:** Managing large volumes of sensitive data across multiple systems required a more scalable and secure solution.
- **Slow feature deployment:** Legacy systems hindered fast response times to customer demands, delaying product releases and innovation.

Outcomes

- **5x faster transaction processing:** With Couchbase, Wollette was able to reduce transaction processing times by 5x, enabling real-time, seamless payments in the Open Banking space.
- **Unlocking Open Banking innovation:** Couchbase's speed and scalability allowed Wollette to design a market-leading Open Banking solution that simplified payment processes and made them more secure.
- **Scalable, efficient data management:** Couchbase's ability to handle large volumes of data, combined with direct embedding storage in JSON documents, ensured the system could scale efficiently without compromising performance.

Industry

- [Financial services](#)

Customer Application

- Open Banking, Digital Receipts, and Loyalty Program Solutions

Use Case

- [Customer 360](#)
- [Personalization and profiles](#)

Product

- [Couchbase Server](#)

Key Features

- Analytics
- XDCR
- Full Text Search
- In-Memory/Caching
- Multi-dimensional scaling
- SQL++

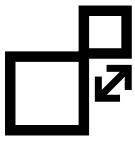
Cloud Provider

- DigitalOcean



"We chose Couchbase because it enabled us to significantly reduce transaction processing times – boosting speed by 5x compared to traditional systems. With Couchbase's high performance and scalability, we were able to design an Open Banking solution that simplifies and accelerates payment transactions, making them faster and more secure than ever before. This speed advantage has been key to unlocking the full potential of Open Banking, differentiating Wollette's solution in the market and making it a unique offering that drives the future of payments."

— Henry Orunkoya, Founder and CEO, Wollette



THE CHALLENGE: SPEED AND SECURE DATA MANAGEMENT

Wollette's rapid growth and ambitious vision to redefine the commerce experience led to several challenges, particularly in terms of scalability, security, and speed. Their payment platform required processing large volumes of transactional data in real-time, and legacy systems couldn't keep pace with increasing transaction rates and customer demands for seamless, instant payment solutions.

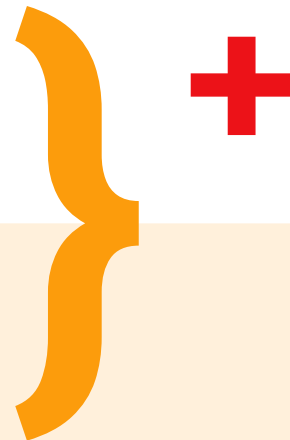
Furthermore, the company faced the challenge of managing sensitive customer and transaction data in a way that complied with stringent security and privacy regulations. As Wollette expanded its capabilities to offer a more integrated and personalized customer loyalty experience, they needed a more scalable, efficient, and flexible database solution to manage complex data interactions across multiple systems.



THE SOLUTION: A SMARTER WAY TO SHOP AND SELL WITH COUCHBASE

To address these challenges, Wollette adopted Couchbase to provide the scalability, flexibility, and high-performance capabilities they needed to support their integrated commerce platform. With Couchbase, Wollette was able to streamline their data management process and accelerate transaction processing from a multi-step process to a seamless, single-step transaction experience.

Couchbase's powerful querying and indexing capabilities, along with its support for multi-dimensional scaling, helped Wollette store and manage large volumes of data, ensuring that both payment and loyalty data were processed quickly and securely. The ability to store JSON documents with direct embedding support also enabled Wollette to efficiently manage customer profiles and transaction details, improving both data retrieval times and overall system performance.





THE RESULTS: TRANSFORMING THE COMMERCE EXPERIENCE AND LOYALTY PROGRAMS

With Couchbase, Wollette significantly improved the speed and efficiency of their integrated commerce platform. Couchbase allowed Wollette to provide faster, more secure transactional data processing – critical for real-time transactions. With Couchbase, Wollette’s platform now supports the rapid scaling required to handle increasing transaction volumes and data complexity as they grow.

Additionally, Couchbase’s flexible architecture enabled Wollette to continuously enhance their customer loyalty programs, offering personalized rewards and dynamic offers tailored to customer behavior. Feature deployment became more efficient, reducing release cycles from a month to just two weeks. Wollette is now able to deliver real-time analytics, which have helped businesses make better data-driven decisions regarding customer interactions and product offerings.

Couchbase’s robust security and compliance features also ensured that Wollette could meet the data privacy regulations critical in the financial sector, enabling the company to scale its operations with confidence while maintaining stringent security and privacy standards.



Modern customer experiences need a flexible database platform that can power applications spanning from cloud to edge and everything in between. Couchbase’s mission is to simplify how developers and architects develop, deploy and run modern applications wherever they are. We have reimagined the database with our fast, flexible and affordable cloud database platform Capella, allowing organizations to quickly build applications that deliver premium experiences to their customers – all with best-in-class price performance. More than 30% of the Fortune 100 trust Couchbase to power their modern applications. For more information, visit www.couchbase.com and follow us on X (formerly Twitter) @couchbase.

