



AlipayHK Delivers Swift QR Code-based Payments at Hong Kong's Railway System Powered by Scalable IT Infrastructure

AlipayHK

Company overview

The AlipayHK electronic wallet is operated by Alipay Financial Services (HK) Limited and regulated by the Hong Kong Monetary Authority. Alipay Payment Services (HK) Limited is a joint venture established by Ant Group, a leading global technology and financial services company and parent company of "Alipay", and the CK Hutchison Holding Limited, a multinational conglomerate spanning over 50 countries.

Currently, over 62,000 local retail outlets support the AlipayHK electronic wallet for payment, covering large chain stores, convenient stores, supermarkets, minibuses, fresh markets, taxis, restaurants and others. Features of the AlipayHK electronic wallet include cross-border payment, P2P transfer, Lucky Money, blockchain remittance, bill payment, Quick Reward Coupon eShop, Taobao and Tmall payments, purchase of insurance products offered by third parties, e-coupons, etc, making Hong Kong residents' lives more convenient by integrating mobile payment into daily lives.

Challenges

- Required good understanding of user requirements and systems constraints
- Design robust IT platform with scalable architecture to meet business needs
- Ensure seamless integration between new and existing systems

Solutions

- IT infrastructure for front-end and back-end systems
- System architecture design and maintenance services
- Single point of contact to manage multiple vendors and stakeholders

Value created

- Highly scalable and resilient IT infrastructure to support millions of transactions per day
- Empower speedy payment option with greater convenience to passengers
- Well-designed system with high availability and performance
- Agile cloud-native architecture for future initiatives



Challenges

AlipayHK, as the leading mobile payment service provider, is planned to provide new QR code payment system enabling the customers to take the railway by simply tapping their mobile phones at the station ticket gates.

The new mobile payment system requires a robust IT platform with scalable architecture and reliable performance to support high volume of transactions. Alipay was looking for a trusted partner to provide overall IT infrastructure, with good understanding of user requirements and systems constraints, while ensuring seamless integration between new and existing systems.

Solutions

With extensive experience in delivering highly sophisticated systems for transportation operators, as well as possessing full capabilities in provision of IT infrastructure, PCCW Solutions was entrusted by AlipayHK to provide end-to-end IT infrastructure, system architecture design and maintenance services.

PCCW Solutions worked with multiple vendors and stakeholders to design and build modern IT infrastructure supporting the front-end and back-end systems, and provision of the components including network, servers, database, storage, security, patch management and system monitoring tools.

To ensure service delivery is reliable, secure, and scalable, PCCW Solutions uses Kubernetes to deploy the cloud-native infrastructure in addressing the immediate requirements and future business needs. Cloud-native technologies bring in unparalleled agility and efficiency, and are the cornerstone of future-oriented digital infrastructure.

Value created

PCCW Solutions ensures the new payment system on the robust IT platform has been seamlessly deployed, without interrupting business operations during implementation. The highly scalable and resilient IT infrastructure is expected to support millions of transactions per day. The exquisite system design delivers high availability and performance, enabling QR code payment transactions to be completed swiftly.

The QR code-based payments powered by scalable IT infrastructure provide new payment option, scan-and-go experience and greater convenience to passengers, driving smart mobility across Hong Kong.



About PCCW Solutions

PCCW Solutions is a leading IT services company in Hong Kong, mainland China and Southeast Asia. We adopt the latest technology to help clients create business value and success in the ever-changing economic environment. We offer a wide range of services including digital solutions, IT and business process outsourcing, cloud computing, system development and solutions integration, data center hosting and managed services, e-commerce and IoT solutions. PCCW Solutions is committed to meeting customer needs to help them achieve business goals and transform digitally.

