Diebold Nixdorf

Case Study
Bankart

bankart

Modernizing Payments Infrastructure with a Platform-First Strategy

Bankart is a leading regional payments processor serving more than 20 banks across six countries, five currencies and six regulatory environments. To support faster onboarding, greater adaptability and long-term growth, the company is modernizing on Diebold Nixdorf's Vynamic® Transaction Middleware platform and advancing a platform-first strategy designed to simplify complexity and strengthen its competitive position.

Overview

BANKART

Serving Slovenia and Southern Europe: Serbia, Bosnia and Herzegovina, Montenegro, Kosovo and Macedonia.

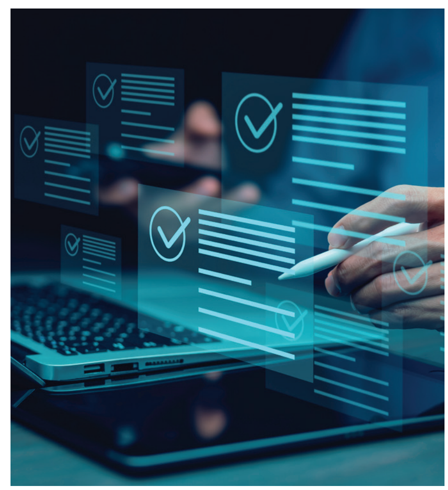
Over **25** years of field expertise

43+ million transactions a month with over **600** million transactions annually

200+ highly qualified professionals

Serves **20+** banks and national institutions

100% owned by the majority of Slovenian banks



PROJECT DETAILS

- **In 2022, a decision was made to start an official tender to modernize and unify Bankart's processing platforms. The new platform needed to:**
  - Address the complexity mounting due to new functionalities, regulation requirements, channels and country-specific conditions.
  - Ensure flexibility and agility while maintaining quality, as this significantly impacts the development process (for example, time, skills and tools as well as the total cost of ownership).
- **In 2023, the tender was completed, and Diebold Nixdorf was selected as the new vendor of the card processing platform:**
  - The evaluation process took 10 months and included a complex proof-of-concept and on-site testing.
- **In 2024, rollout began for the migration of all card-based transaction processing.**
  - The project has been split into several phases, including issuing, acquiring and card scheme interfaces.
  - In parallel, planning for the Instant Payment platform and readying for digital euro underway.
- **In 2025-26, phased migration continues.**
  - Samo Kumar succeeded the former managing director and is now leading the company's platform-first strategy.
  - About 60% of banks are already on the new platform, which supports faster client onboarding, new services and future expansion across the region.

CHALLENGES

As a leader in payments processing, Bankart has evolved from traditional ATM and card processing toward a broader multi-rail payments model that must support new payment types, country-specific requirements and future payment rails, including digital currencies such as the digital euro. What began in 1998 to centrally process ATM and card-based transactions for Southern European banks expanded over time to include fraud management, monitoring, SEPA payment instruments and instant payments. The next step was to adopt a future-ready platform that could support continued innovation across all of these rails.

> "We must process a variety of payment instruments—with differences and similarities between them. We were struggling with all these payment instruments."
>
> **—Aleksander Kurtevski**, former Managing Director (2024)

Operating in the Southeastern part of Europe, only one of the six countries, Slovenia, is a member of the European Union (EU), while the other five countries are neither in the EU nor in the European zone. Each of these countries has its own currency, as well as its own central bank with its own set of regulations and requirements, demanding the flexibility to manage the differences and demands across a variety of countries.

As a payment processor, Bankart operates between devices such as ATMs, point of sale and its banking customers. It serves as an intermediary between these banks, other financial institutions and card schemes like MasterCard and Visa. The organization's main function is to move financial messages and advise the banks on what to do with those messages. Bankart's platform directs its customers on whom to debit and whom to credit and instructs the central bank on how to settle the banks in between.

OBJECTIVE

There was no standard banking software platform that could easily match Bankart's requirements because it is a processing company, not a bank. The organization needed to handle and consolidate the different payments platforms (for example, cash, card, instant and digital) while being multi-tenant, multi-tiered, multi-currency and multi-country.

Translating this into business language: Bankart required a modern architecture technology stack that offered faster development, less effort, quicker deployment and expedited testing without sacrificing the quality and robustness of the service.

THE SOLUTION

To meet Bankart's needs and enable it to meet its objective of operating a flexible solution across multiple markets, Diebold Nixdorf has implemented Vynamic® Acquiring and Vynamic® Issuing, part of a suite of payment agnostic services, powered by Vynamic® Transaction Middleware. As a transaction processing platform based on a cloud-native microservice architecture with API connectivity, Bankart has been able to realize the desired objective of building once and using across multiple payment rails.

THE IMPACT

Vynamic Transaction Middleware has allowed Bankart to achieve its final goal of becoming more cost-effective and more agile by modernizing its payments infrastructure and providing flexibility for future development.

ADAPTING FOR THE FUTURE

To enhance cost-effectiveness, strengthen market competitiveness and prepare for evolving payment models—including future digital currencies—Bankart realized it needed to update its technology infrastructure. Bankart selected Diebold Nixdorf's payment agnostic services, powered by Vynamic Transaction Middleware, a cloud-native, microservices-based platform designed to support innovation across payment rails.

"The platform is the strategy. With a modern, microservices-based foundation, we can orchestrate the ecosystem around us, adapt faster to client needs and build our competitive advantage."

—Samo Kumar, CEO

For Bankart, modernization is not just a technology upgrade—it is a strategic move to replace a monolithic environment with a modular platform that supports its ecosystem of banks, partners and regulators. Built on cloud-native microservices, the platform gives Bankart greater flexibility to adapt to country-specific requirements, roll out services more quickly and scale for future payment rails.

As the migration has progressed, Bankart has reduced the number of surrounding in-house applications from 28 toward to just 6, creating a leaner ecosystem around the core platform. The company also reports about 30% faster time to market for onboarding new clients, while gaining a more scalable foundation for future growth. The transition has also required new approaches to monitoring, observability and resilience—critical capabilities for a national payments infrastructure.

"This is, in our opinion, a future-proof infrastructure that enables us to be ready for the digital euro because we don't know exactly what the digital euro is going to look like. But with this platform, we are confident that whatever it brings to us, we can utilize a lot of code that is already there."

—Aleksander Kurtevski, former Managing Director (2024)

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