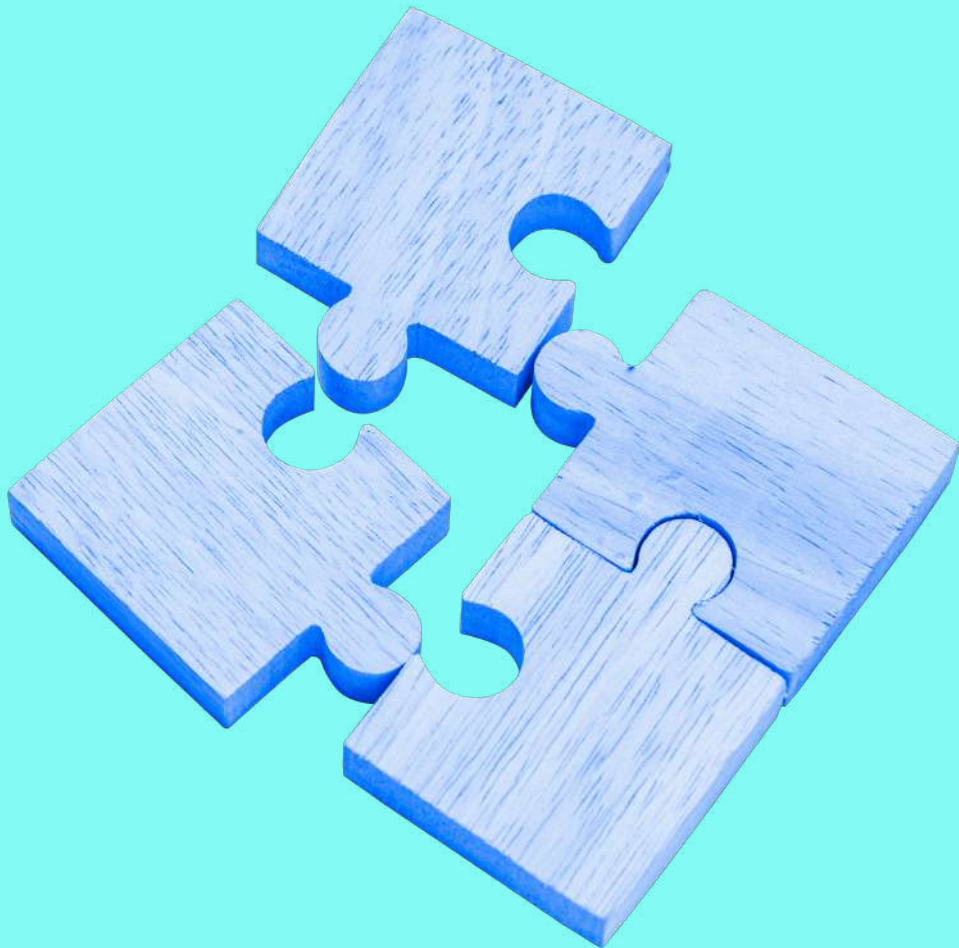


case study

# EPAM Startups & SMBs + Riskified



# EPAM Startups & SMBs backs Riskified's vision of fraud-free ecommerce

With their next-generation fraud prevention platform, Riskified removes online shopping risks by identifying and tackling fraud cases based on a multitude of data points captured from every transaction. The company has joined forces with EPAM Startups & SMBs to build an SAP connector — the next of their multiple integrations alongside Shopify, VTEX, Magento, and Adobe.

## the client in the spotlight

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**750+**  
**employees**

company size

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**ecommerce**

industry

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**B2B**

software type

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**\$100+ billion**

GMV reviewed

## quick facts about our cooperation

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**1.5 year**

duration

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**end-to-end\***

type of engagement

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**5**

experts involved

\*End-to-end engagement is one of the two types of engagements that EPAM Startups & SMBs provides. With end-to-end, clients can entirely outsource their development needs to a dedicated team of multi-competent professionals.

# about EPAM SAP Customer Experience Practice

EPAM Startups & SMBs is backed by EPAM's 30+ years of expertise in innovation and technology, relying on experts from the shared talent pool. As one of the largest hubs of certified specialists among SAP partners, we engage with businesses of all sizes to deliver quality that would be unattainable without a team of proficient SAP-certified developers.

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**120+**

projects delivered

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**75+**

clients

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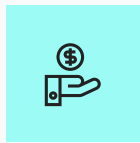
**440+**

SAP CX-certified  
professionals

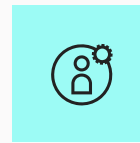
# addressing the pressing market demand with SAP integration

With a vision of transforming ecommerce into an accessible and secure space for everyone, Riskified started operating in 2013 as an ecommerce fraud prevention platform. They have now reviewed \$100+ billion historical transactions, working with the world's largest merchants such as Prada, Trip.com, Steve Madden, Acer, Agoda, Farfetch, and more.

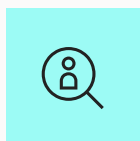
## Riskified's target users:



**payment service providers**



**head of ecommerce**



**fraud managers**



**finance & risk managers**

An SAP connector allows merchants to integrate a variety of applications and technologies, allowing it to be customizable and match specific merchant flows. The process would be longer without such an SAP connector and integrations would be delayed, costing the company customers and revenue.

While identifying new potential integrations for Riskified, their team saw a gap in customer need that could be bridged by building an SAP connector. They started the RFI process, received proposals from multiple vendors, and analyzed different approaches to developing a plug-in connector for the SAP Customer Experience platform.

Riskified's scoping evaluation focused on vendor networks, expertise, portfolios, and technical perspectives.

To the initial interview, EPAM Startups & SMBs brought experts in all aspects of working with SAP to assess Riskified's needs in the areas of architecture, design, and connector engineering. This showed Riskified the ownership of EPAM Startups & SMBs team and the potential value they could bring to the project.



“I’ve been involved in a few integrations with different partners and geographical areas and found that the most important thing is finding a partner with a sense of ownership. Having a trusted partner is the key, and EPAM Startups & SMBs delivers a great customer experience.”



**Mustafa Al-Salihi**

Integration Development  
Lead, Riskified

# Riskified and EPAM Startups & SMBs: the journey



June 2022

## **cooperation with EPAM Startups & SMBs starts**

Riskified finalized their cooperation decision and assembled their dedicated development team with EPAM Startups & SMBs.

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August 2022

## **phase 1: building the SAP connector**

The process of building the SAP connector took just 10 weeks, involving 4 full-time and 1 part-time specialists with no deadline extensions or budget changes.

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September 2022 - September 2023

## **phase 2: the support**

We launched the support phase of the connector, adding a senior QA tester to the project team from our side.



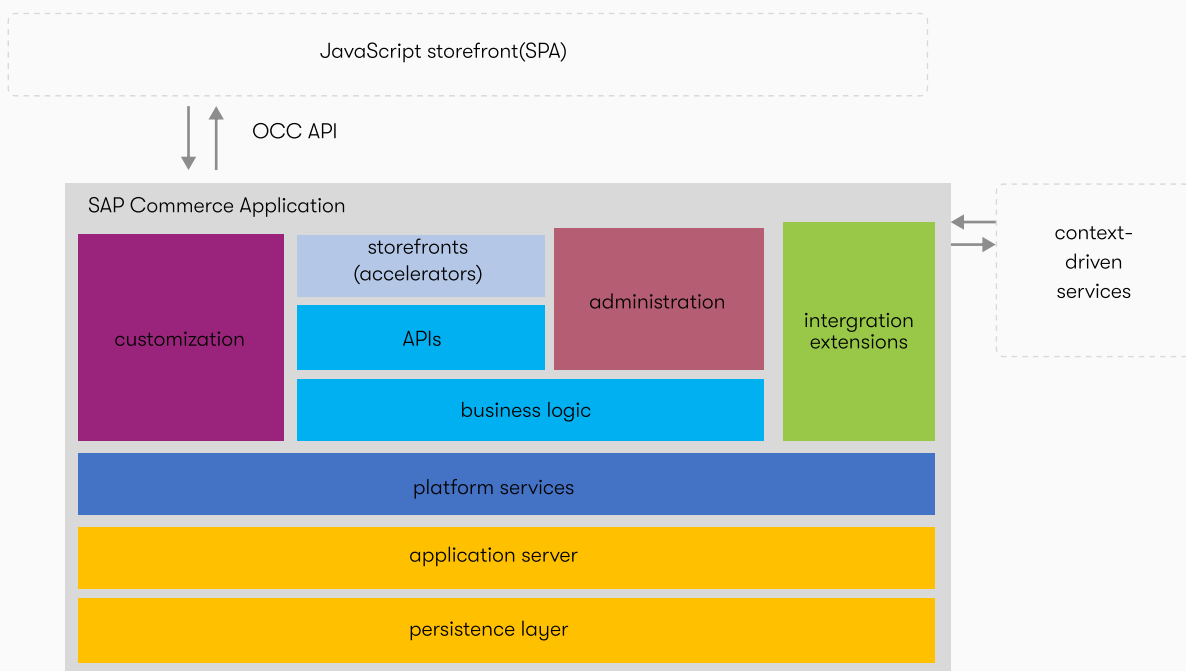
# 3 stages of our successful collaboration

## project discovery: Kyma vs. Standard approaches

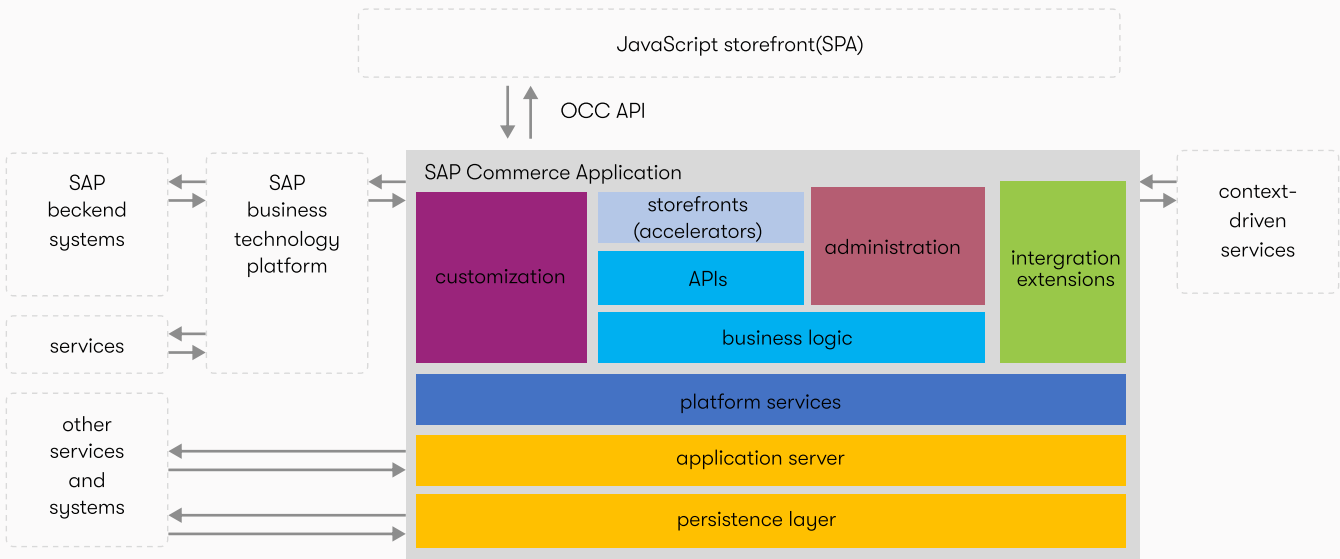
At the time of initiating the technical discovery with our team, Riskified opted for the Kyma approach to build the SAP connector.

During the planning stage, our certified experts demonstrated the differences between the Kyma and Standard approaches.

### standard approach



# Kyima approach



Kyima and Standard approaches: architectures

Alongside technical integration blueprint comparisons, they illustrated the constraints that the Kyima approach brings to further implementation of the connector. This showcased that a connector built following the Kyima approach would need customization of the order flow and should already be implemented in the platform.

With a rich portfolio of previously-built SAP connectors, it was crucial for our engineers to explain in detail the advantages and disadvantages of the approaches and give their expert recommendations on the subject.

## Kyama approach

### Pros:

- External extensions update independently to improve development speed
- External extensions can scale independently

### Cons:

- Customization is possible only by exposed API

## Standard approach

### Pros:

- More flexibility in customization
- A single place of customization

### Cons:

- Any logic changes in the extension require redeployment of entire platform

EPAM Startups & SMBs strongly recommended the Standard approach, and after some more evaluation and planning, it was selected as the primary method.

With the approach selected, our team collaborated with Riskified to plan:

- project setup
- requirements elaboration
- scope baseline
- solution architecture
- environment setup
- implementation

## development

With the planning finished, we initiated two phases of SAP connector-building.

The first phase spanned 4 sprints (10 weeks) with SAP Commerce Cloud connector integration and ongoing functional testing.

Our SAP-certified specialists implemented all the requirements and developed the environment, constantly reporting their progress to Riskified.

## review → feedback → acceptance

The second phase, support, was initiated to follow the scope of phase 1 and included:

- Support and maintenance
- OMS automation
- Connector certification with the SAP Application Center

## results

EPAM Startups & SMBs has shown significant understanding of Riskified's product and seamlessly integrated into the Riskified project team, delivering the SAP connector on time and within budget.

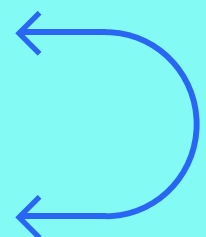
One of the most beneficial factors in this cooperation was EPAM's expert network and past experience in building similar solutions for 75+ clients, which boosted the development process.

### EPAM Startups & SMBs brought in:

Merchant perspective: B2B experience and expertise from previous successful projects for 75+ clients

### Riskified brought in:

API perspective: the client's platform vision and evaluation practice





**“It’s a relief that we were very well-supported by EPAM Startups & SMBs throughout the journey. Especially on the technical front, what impressed us was that EPAM Startups & SMBs brought an army of experts in the field.”**



**Max Admoni**

Director of Ecommerce  
Platform Partnerships,  
Riskified

# how to start your journey with EPAM Startups & SMBs

EPAM Startups & SMBs is a trusted partner for startups and small and medium businesses who want to build functional software solutions. We offer flexible engagement types, support 100+ tech capabilities, and provide a wide range of technological services to choose from.

As a hub of 50,000+ developers, solution architects, designers, business analysts, and other tech experts, we are able to assemble a team you can rely on or scale up your own team's capabilities as needed. We guarantee transparency and enterprise-quality software engineering excellence with people who are motivated to lead your success journey.

## **consultation**

Our experts are available for a free consultation to provide you with the right solution or answer questions about partnering with EPAM Startups & SMBs.

## **planning**

Assigning a team of technology and delivery experts as required, we will plan your project and solution development roadmap.

## **start**

Kick off your project development with our global team of dedicated engineers, designers, and project managers.



**get started with EPAM Startups & SMBs. 100+ tech competencies and services available**

**[get in touch](#)**