



# Network Exchange Case Study

Third Party Administrator and Xformative enhance processing operations with Network Exchange (NEX)

Engagement timing: Nov 2024 – Jul 2025

# Streamlining healthcare processing with Network Exchange

## Context and challenge

A leading third-party healthcare administrator (TPA) in the United States, undertook a complex migration project to transition from a legacy processing solution to a new, advanced **Xformative** platform. This initiative involved migrating BINs and re-issuing all TPA's customer cards.

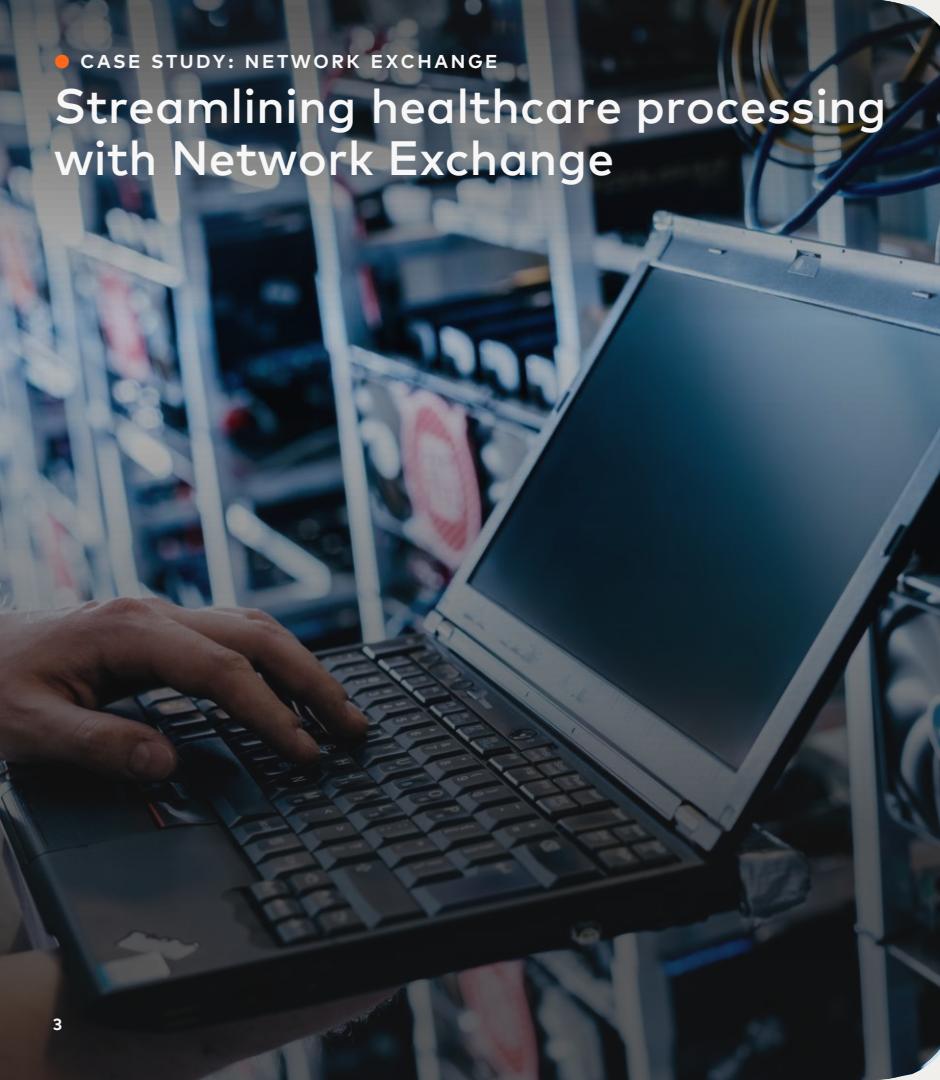
Additionally, Xformative, the TPA's processor and a Mastercard client, recently adopted the **Network Exchange** (NEX) platform – marking the first healthcare implementation of this service.

## Approach

Xformative aimed to internalize card issuing operations using its NexGen cloud-first, microservices-based proprietary platform. Mastercard addressed this need by providing Network Exchange (NEX), a solution designed to simplify connectivity across payment networks.



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## Solution

Network Exchange delivers a unified connection across diverse payment networks, offering a brand-agnostic solution for credit, debit and prepaid transactions.

This approach streamlines operations and reduces the need for multiple network integrations and back-office applications for issuers and processors.

Xformative entered production in November 2022 and initiated the TPA's migration in November 2024, successfully completing card distribution by July 2025.

### The NEX platform enabled Xformative to:

- Align its issuing strategy with targeted networks.
- Consolidate network interactions through a unified infrastructure.
- Reduce the cost and complications of managing individual connections.
- Create unrivalled economies of scale.



## Results

### The successful collaboration enabled the TPA to:

- Migrate its general ledger system to the new platform, ensuring comprehensive transaction reconciliation at the employee, employer and TPA levels for financial integrity.
- Transition Mastercard-issued BINs to process through Network Exchange.
- Operate cards on both legacy and new processing platforms concurrently, facilitating a phased migration of customers.
- Re-issue all TPA's customer cards in partnership with Xformative.



4b+

data records  
migrated



60k+

employers and 2.5m+  
individuals transitioned



950k

cards reissued



2m+

messages processed by  
Xformative as of July 2025

# Next steps

For more information,  
please contact your  
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