



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.



Streamlining healthcare processing with Network Exchange

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
account representative.

DISCLAIMER

DISCLAIMER

The information provided herein is strictly confidential. It is intended to be used internally within your organization and cannot be distributed nor shared with any other third party, without Mastercard's prior approval. This information is intended solely to facilitate discussion between the parties. This information shall not create a legally binding or enforceable agreement or offer. Neither party shall be liable to the other party as a result of the failure to fulfil any obligation described in this presentation or the failure to enter into any agreement contemplated by this presentation. Information in this presentation or in any report or deliverable provided by Mastercard in connection herewith relating to the projected impact on your financial performance, as well as the results that you may expect generally are estimates only. No assurances are given that any projections, estimates or expectations will be achieved, or that the analysis provided is error-free. Mastercard will not be responsible for any action you take as a result of this presentation, or any inaccuracies, inconsistencies, errors, or omissions in this presentation.

