



Industry
Fintech

Headquarters
Hoofddorp, Netherlands

Founded
2002

Customer Overview

PayU is a prominent global financial services provider operating across high-growth fintech markets. Managing millions of highly sensitive, high-frequency transactions daily, the company operates under stringent regulatory mandates where transaction latency tolerances are near zero and data governance is non-negotiable. To protect its massive transactional throughput without introducing operational bottlenecks, PayU partnered with Matters.AI to replace reactive monitoring with real-time, autonomous data defense.

Core Challenges

- **Static and Reactive Posture Management**
The security team lacked a live, continuous view of data residency and classification across environments, leaving them reliant on manual log reviews after incidents occurred.
- **High-Friction Compliance Operations**
Generating evidence for strict regulatory bodies required intensive manual data filtering through rigid reporting structures, draining over 50 engineering days annually.
- **Latency Risks from Legacy Scanning**
Standard security tool testing and full-disk data scanning threatened production availability, creating unacceptable risks to transaction processing speeds during peak traffic windows.

What Changed with Matters.AI

- **From Reactive Triage to Autonomous Prevention**
Replaced the slow, manual alert-to-ticket workflow with real-time, database-layer telemetry that automatically blocks unauthorized query patterns and bulk data movement instantly.
- **From High-Risk Scans to Zero-Disruption Governance**
Optimized the platform's footprint to run effortlessly under a fraction of a percent of system resources, scheduling deep data discovery during off-peak hours to guarantee zero impact on core transaction engines.
- **From Manual Auditing to Automated Compliance**
Embedded automated, customizable reporting and continuous data classification directly into the infrastructure, transforming regional regulatory alignment into a seamless, always-on operation.

Matters' Impact

- **Petabyte-Scale Mapping**
Unified and continuously mapped over a petabyte of distributed data assets across core enterprise environments with zero operational disruption.
- **Continuous Proactive Visibility**
Maintained a stable Mean Time to Detect (MTTD) under 2 minutes, instantly flagging critical misconfigurations, database vulnerabilities, and bulk data risks.
- **98% Reduction in Response Timelines**
Eliminated human response bottlenecks to drive a 98% reduction in MTTR, containing critical data exposures and routing high-priority alerts within 24 hours.
- **Reclaimed Engineering Velocity**
Saved 52 days of manual effort annually by replacing rigid, manual reporting pipelines with automated, audit-ready compliance evidence.

Strategic Takeaway

In high-frequency fintech environments, relying on human response times means you are already too late. By the time an analyst reviews a traditional alert, the data has moved. Matters.AI allowed us to transition from a reactive posture to autonomous, real-time data prevention—safeguarding our scale without compromising a single millisecond of transaction performance.

See Matters live on your own data.

Book a 30-minute walkthrough

[Book a Demo](#)

[Read more case studies](#)