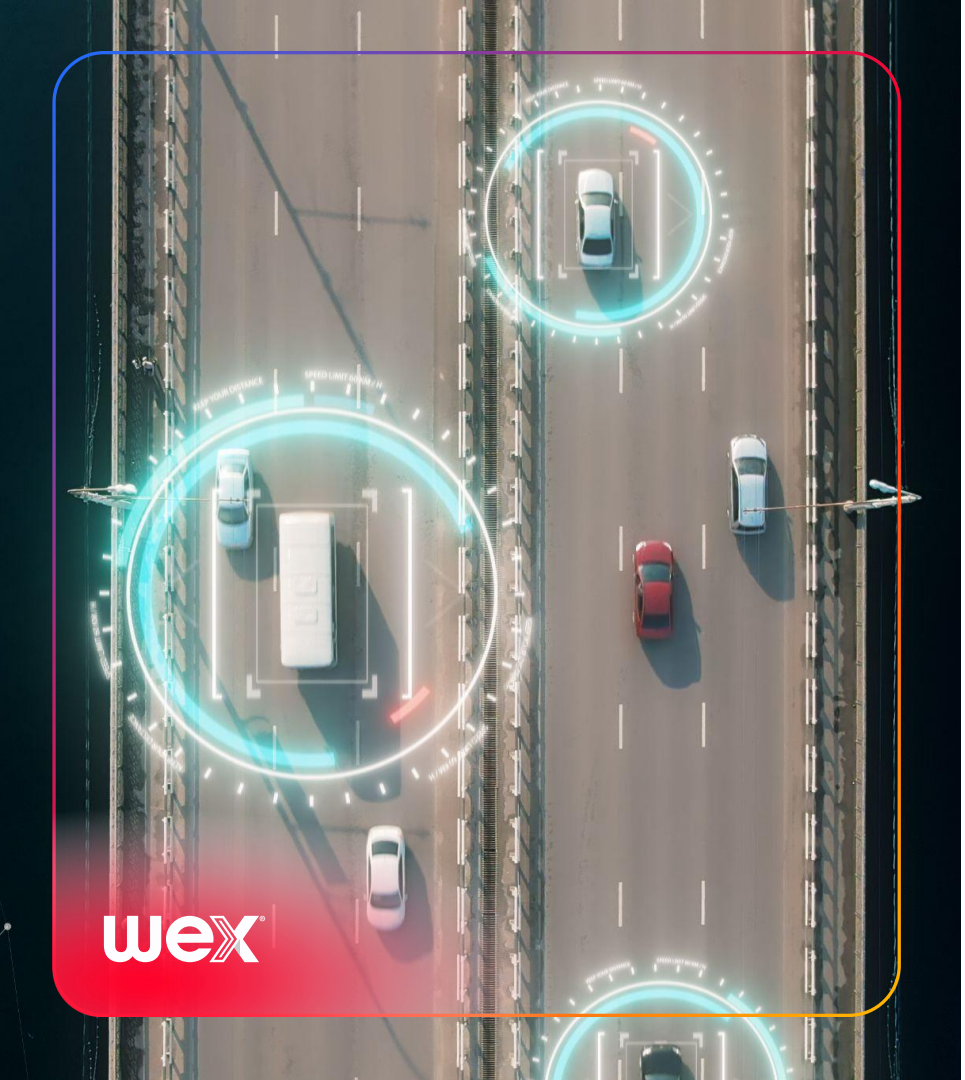


Case Study

How WEX secured a payment network in under 24 hours

Protecting payment workflows for TTN Fleet Solutions and their 20,000 providers



About TTN Fleet Solutions

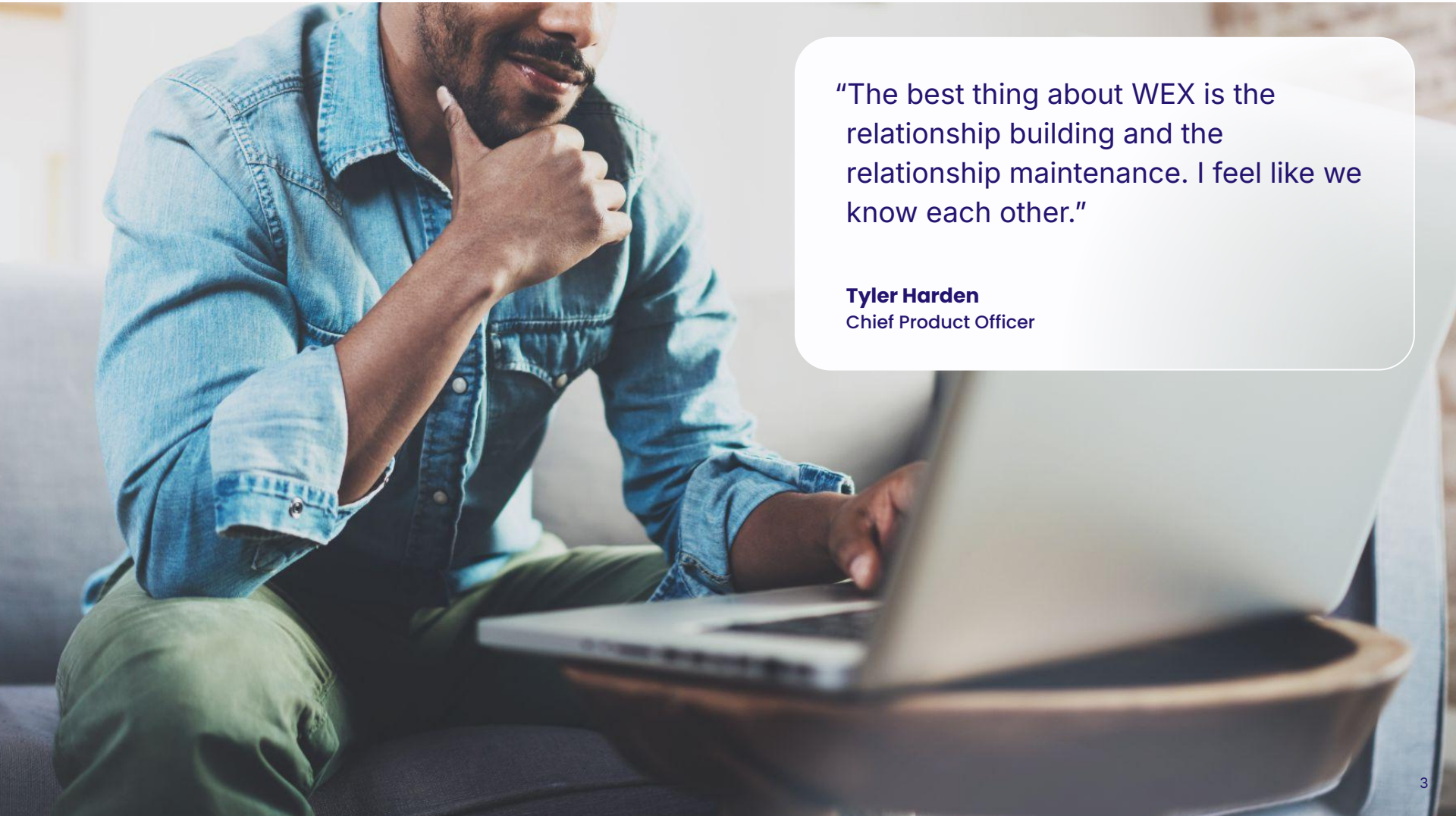
TTN Fleet Solutions is a 24/7/365 maintenance command center for heavy-duty fleets. They have a massive network of mobile mechanics and tow providers acting as a seamless extension of internal maintenance departments, with WEX virtual cards operating as the go-to payment method.

20,000

service providers

14

years with WEX



"The best thing about WEX is the relationship building and the relationship maintenance. I feel like we know each other."

Tyler Harden
Chief Product Officer

A vulnerability in the workflow

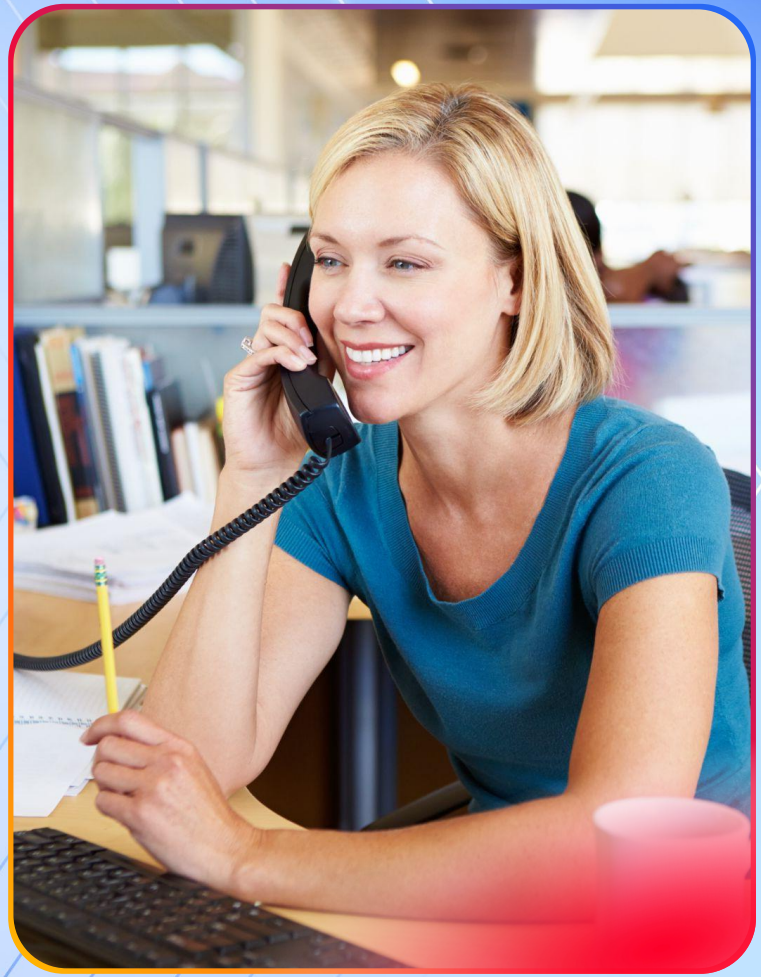
Even the most stable systems can leave hidden "doors" ajar. TTN discovered a security exposure stemming from a third-party product that had remained idle for years.

The legacy exposure: A product implemented years ago contained a simple oversight in an old audit file. This "ghost" in the code left by a former third-party created an opening for unauthorized people to exploit.

High-stakes issue: Any breach in the virtual Mastercard system would halt operations for TTN's network of 20,000 service providers, potentially leaving fleets stranded by the road.

Personalized, high-touch support from WEX

- **Direct & rapid communication:** Bypassing formal ticket processes, WEX collaborated with TTN directly via live working sessions and even texting to keep the teams aligned.
- **Agile problem solving:** WEX and TTN technical teams worked as a single unit using WEX product documentation to isolate the root cause.
- **Under 24-hour resolution:** Once identified, the system was secured and stabilized in less than one day, minimizing the impact on all 20,000 service providers.





"WEX virtual payments is not just a back office AP thing. It's built into our operational workflows."

Tyler Harden
Chief Product Officer

Powering the TTN Network

WEX virtual Mastercard program

The primary engine TTN uses for paying 20,000+ service providers in the field.

WEX reporting & auditing

WEX tools help TTN's accounting team conduct audits easily and catch anomalies early.

Technical implementation support

TTN has direct access to WEX IT expertise and documentation for secure API and product management.



"The ability to have technical people engage with technical people is priceless. WEX is the only way to do payments."

Tyler Harden
Chief Product Officer

Security, stability, and confidence 24/7.

WEX delivers personalized support and deep industry knowledge to keep your payments flowing.

wex

Learn more

Copyright ©2026 WEX Inc. All rights reserved.