

Customer: Large American Bank

Profile: American Bank with Global presence and world wide correspondent relationships

Key Objectives

1. Increase revenue generation from existing payment message processing;
2. Provide value added products to customer faster;
3. Increase customer satisfaction;
4. Reduce message processing cost.

Solution

ACE – Pelican Intelligent Payment Processing Platform

Overview:

The client is a global bank operating in 44 countries, offering financial services to corporates and other banks.

ACE Software Solutions were selected to provide a solution that allowed them to scan payment messages using Artificial Intelligence (AI) technology to offer various products and services and then charge fees to the clients based on appropriate levels of service. They needed to offer new products and various service levels to their clients quickly and efficiently thereby keeping client satisfaction and retention high.

The key objective was to find an efficient way to dramatically increase revenue from their existing payment message volume and at the same time reducing message processing cost.

Solution Description:

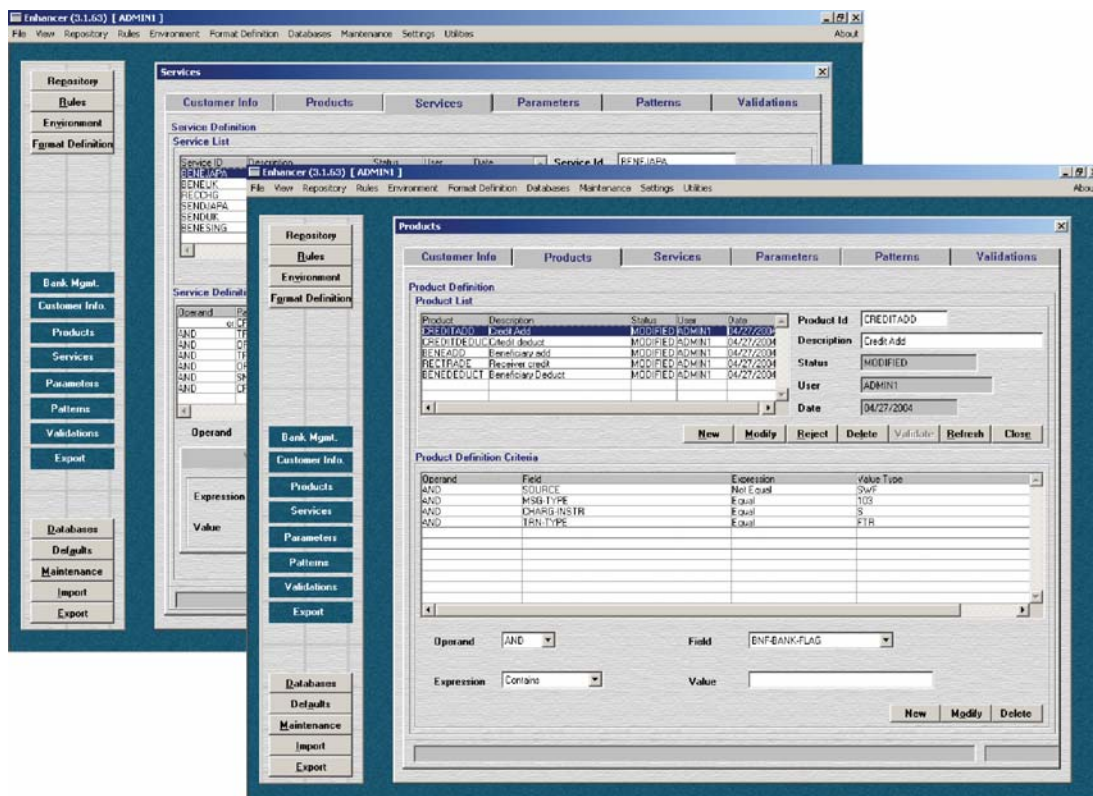
ACE Software Solutions implemented a comprehensive solution using modules of the Pelican suite of products. The server component of the solution is provided on AIX while the GUI component is provided on the Windows using an Oracle database.

Pelican scans all payment messages for automatic repair and user defined payments products scanning. In one full sweep the entire message is reviewed, understood, repaired and enhanced. The efficient and proprietary algorithm offers high throughput whilst scanning for products parameters embedded in the free format and structured fields of the message.

The software then identifies the correct product and/or service along with other matching criteria such as message type, customer ID or name, country of domicile, beneficiary bank name etc. Upon successful identification the software then identifies the product and based on the customer profile plugs in the correct fee code or value for further processing.

The solution is designed using building blocks with the idea of reusing these blocks again and again for different products, clients or accounts.

Pattern definition GUI:



Solution Management:

Pelican provides a user friendly Graphical User Interface (GUI) for the definition and maintenance of various products and services for clients or accounts. This data contains specific products sold by the bank, its association with the client or account along with the reference number, key words and other matching criteria.

The GUI allows the user to define customer, products, services, fields to be scanned, pattern, keywords and validation for patterns or keywords. The interface ensures "Four Eye" principles are followed for every entry review and validation and every operator action is logged in the audit table.

The above solution is used for various wholesale banking products like Bene Deduct, Credit Deduct, Guaranteed Payments, Timely payments, Tariff Processing, Trade Processing and Export bill collections products.

Solution Examples:

1. Priority Payments – Same Day Value for urgent payments
2. Branch level pricing – special pricing for certain high volume branches
3. Transaction Type pricing – special pricing for payments for certain types of transactions
4. Special Rebates for increased volume

Solution Summary:

The bank's use of Pelican has reversed traditional management theory that successful payments operations should solely concentrate on reducing cost. The platform offers value-added product that has driven additional revenues that is counted in millions. The software allows the Bank to differentiate itself from competition by offering bespoke service levels to its own clients and charges them accordingly.

Operational efficiencies and product flexibility have, however, reduced costs at the same time!

The implementation of Pelican Intelligent Payment Processing Platform has met all the key objectives outlined at the project kick off.

- Increased revenue generation from existing payment message processing
- Rapidly provide value-added products to clients
- Increased customer satisfaction and retention
- Reduced message processing cost

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