

Analytics for Payments

For immediate payments, the smart money is on data-driven decisions.

SOLUTION BRIEF

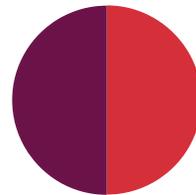
FinTechs (and innovative banks that think like FinTechs) have raised the bar for customer expectations — and there is no turning back the clock. To ensure a great experience for immediate payments, you need to take immediate action. Because the last thing you want is to be trending on Twitter for all the wrong reasons.

Axway's Analytics for Payments tunes massive amounts of data for real-time insights, transforming traditional business operations into digital operations that can support immediate payments and prevent the costs and reputational damage that happen when things go wrong.

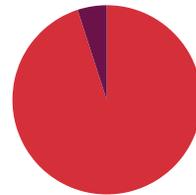
See, understand and address issues in real time to deliver a flawless customer experience.

Analytics for Payments is powered by Axway Decision Insight, an operational intelligence solution that constantly monitors the immediate payments environment and triggers alerts when an abnormal situation is detected. Dashboards put the current situation into context to empower payment operations teams to make informed decisions, take immediate corrective action, and communicate clearly and thoroughly about the issue.

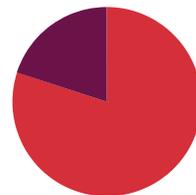
Axway customers who use Decision Insight to monitor immediate payments activity in real time report results like:



50% fewer
incidents raised by customers



95% faster
detection of alert conditions



80% improvement
in issue-resolution times

Immediate means now. "Fix-on-failure" is not enough.

Immediate payments accelerate the speed of business transactions and decisions, leaving no time for error. Ever-increasing volumes, regulations and customer expectations are putting payments operation teams under immense pressure to proactively identify and address emerging issues before they can have a negative impact.

To evolve from "fix-on-failure" to fast, proactive action, banks need to replace IT-centric monitoring and manual investigations with a reliable, real-time view of overall performance from a business perspective.

Here's how it works:

1. Operations teams tailor their own Decision Insight analytics dashboards to provide the thorough, current and usable intelligence and situational awareness they need to make quick, fully informed decisions. It's fast and easy.

Because nontechnical business users can create and modify their dashboards by configuration, without having to write a single line of code, there is no need for the traditional lengthy, waterfall application development life cycles. New iterations of dashboards can be configured in hours, accelerating the time to implementation, adoption and value. Data integration uses the Camel/XML library and requires IT involvement.

2. Payments operation managers, treasury operations, product owners and customer service teams work together to:

- Determine if there is enough liquidity in the scheme to cover current payments, and inject more funds if necessary.
- See when the volume of rejected customer payments is unusually high, investigate the problem and resolve it promptly.
- Understand when the turnaround time of another participant bank is longer than expected, and warn them about a potential degradation in performance that is leading to rejected payments and affecting multiple customers.
- Notice when response times for payment settlement are increasing, and provide early warning of infrastructure capacity issues prior to alerts from technical monitoring.

The earlier these issues are identified and understood, the more time the operations team has to address them before they negatively impact a larger customer group.

“Axway Decision Insight helped us optimize the business process... and cut execution time in half. Compared to other solutions on the market, the Axway product is the most mature and the easiest to implement.”

Gilles Jamann, Head of Market & Financing Technology,
BNP Paribas Securities Services



Ready to get proactive about immediate payments?

LEARN ABOUT
DECISION INSIGHT



BNP Paribas Securities Services cuts execution time in half.

READ THE STORY



Fannie Mae transforms from reactive to proactive and predictive.

HEAR HOW THEY DID IT

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