BNYM Customer Inquiry Application – SI Payment Processing

Challenges

- Legacy investigations platform was 10 year old application which was built on C ++ client server technology with limitations such as inflexible data model and lack of modern integration methods.

- The bank was looking for a system which suits to the needs of all the departments and act as a single enterprise inquiry application.

- Challenges with Legacy application due to Poor reporting features & versioning capabilities.

Solution

- Create an investigations system that meets the bank's current needs and significant improvement over the current system in terms of consistency, accuracy, functionality and ease of research

- Design & implement all legacy application functionality into PRPC leveraging the features of SI (Smart Investigate) framework.

- Customize PRPC SI framework to support adjustment and Straight Through processing needs

- Enable PRPC to integrate with the enterprise tools like Siteminder and Digital Pulse

- Support Performance & Load testing activities

- Enhanced reporting facilities with excel export features

Value delivered

- Provided a robust, scalable and user friendly application for payment exception investigations.

- Improved productivity through Straight Through process and automated integration with various accounting systems

- Fully automated adjustments & STPs

- One single Enterprise inquiry solution for all the inquiry needs of the bank

- Support USD, Multi currency and Trade LOBs

- Supports all industry standard message types including FED, SWIFT, SWIFT E&I along with latest Real time Payments and GPI

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