

Global Payment system implementation for a leading US based global cards company

Challenges

The client wanted to build a Customer Care Professional tool for corporate credit cards on the Pega 7.1 framework with Multi Scrum occurring simultaneously. The prime challenges in the current system were:

- PO s located at different US time zones
- Lack of standardization
- Lack of data reporting & Insights
- Inconsistent process
- Multiple systems used to track single case

Solution

- Virtusa designed and implemented productivity improvement tool for business and led that team to successful PRPC upgrade.
- Our Layer Cake approach and implementation enabled effective resource onboarding and maintaining critical documentation. This helped them conceive several productivity and innovative ideas like “Multi-node processing”, “Data versioning” etc. Onboarding time hence reduced from 4 weeks to 2 weeks.

Value delivered

- Improved Case Management system and CX for GCP clients
- Better unified user experience for CSPs
- World class servicing experience and end to end process transparency
- Real time data reporting and Predictive analytics to identify emerging trends using CIM tool
- Generation of consolidated CIM report of activities and tasks performed by CCPs eventually 360° view of cases, impacts and outcomes
- Case creation time reduced from 17 days to 1 day
- Ability to resolve an issue before it becomes a case
- Reduced call handling time