

45% Lower Costs and 99% Accuracy Levels While Reducing Turn Time for ACH Exceptions



The Customer

Treasury management services division of a Top U.S. Bank

Business Situation



ACH exceptions – needed to **reduce turn-around time** to clear all volumes on the same day

Exceptions were being processed by individual divisions reducing process standardization

Solutioning



SLK **centralized the operations** to one location with clear SLA's for all 10 types of transactions

Some of the applications used were **Detica, PEP+, Agiletics etc.**

Execution



Staff was **cross-skilled** to perform all 10 activities to manage volume fluctuations without increasing staffing

SLA's managed by adhering to specific time windows for each activity

Value Delivered



45% lower cost through streamlined processes

Turn time improvement

- **to 3 days** from 5 days for settlement of transactions
- Consistently **processed all requests** on the **same day**

Improved process quality to **99%** from 95%



The quality for ACH process is at 100%. Teams are meeting deadlines. Really appreciate this achievement. Keep up the great work!

Vice President, Commercial Operations