

Case Study: Saving Cost & Improving Quality Across Multiple Processes for a Merchant Acquirer



13% Quality improvement along with nearly 50% Cost reduction



BUSINESS CHALLENGE

- Top 10 US Payments Processor offering payments processing services for acquirers and issuers
- Servicing over 400,000 merchant locations and processing over 10 billion transactions annually
- **High fixed cost of operations**
- Seeking to optimize merchant on-boarding process



APPROACH

- Study to evaluate processes for optimization & elimination of non-value added activities
- Digitized paper-based activities and created repository to enable efficient retrieval
- Designed consolidated workflow “queues” to prioritize work items based on handling time and SLA
- Created Standard Operating Procedures knowledge base to enable quicker information dissemination



BENEFITS

- Savings of \$1 for every \$1 spent on outsourced processes
- Delivered a turnaround time of 3 hours for merchant on-boarding
- Consistently deliver SLAs at over 99% adherence
- FTE “Time to Production” reduced from 3 months at customer site to 6 weeks at SLK Global
- Increased Business As Usual quality by 13%



“SLK was one of two vendors initially selected (the other was a Top 3 India-based IT and BPO services company). Based on the significantly better responsiveness, skill-set and engagement level of SLK, the customer moved ALL the processes to SLK within a month of starting the transitioning.”