

# Achieving 13% Improvement in Quality & over 40% Cost Savings



## The Customer

A 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

### Business Situation



High fixed cost of operations

Seeking to **optimize merchant on-boarding process**

### Solutioning



**Onsite study** to evaluate processes for optimization & elimination of non-value added activities using SmarTrans™

**Digitized** paper-based activities and created repository to enable efficient retrieval

### Execution



**Designed** consolidated workflow “**queues**” to prioritize work items

**Created Standard Operating Procedures** knowledge base to enable quicker information dissemination

### Value Delivered



**Lowered turn time and improved quality**

- Delivered turnaround time of **3 hours** for merchant on-boarding
- FTE “**Time to Production**” reduced from 3 months at customer site to 6 weeks at SLK Global
- **Increased Business As Usual quality by 13%**
- **Savings of over 40%** achieved in several processes



*It has been an amazing partnership with you! Thanks for everything you and the team have done to make our processes a success.*

**Senior Group Manager, at a leading Payment Processing Company**