

55% Reduction in Turn-Time and 88% Lower Errors in Merchant Maintenance for a Payment Processor



The Customer

A Top 3 U.S merchant acquirer

Business Situation



Needed to reduce **backlog in Deal Boarding** (Research & Re-key) due to surge in business volume

Set aggressive target turn time of 7 days: 5 for Research & 2 for Rekey.

Accuracy set at 98%

Solutioning



Hired and trained resources quickly for Research

Moved trained resources to the more **complex Rekey process**

Execution



Used **exhaustive progressive checklist** which was used for every single case

Cross training of other existing maintenance teams to manage additional volumes

APPROACH

Value Delivered



Reduced turn time significantly

- Achieved average turn time of 3 days against 7 days target
- Backlog of 3 times monthly volume **cleared in 1 month**

Reduced error rates

- 88% error reduction achieved in 5 months



99.29% accuracy SLA adherence is awesome work guys! Please extend my congratulations to the team.

Director, Merchant Services