

The leading payment investigations solution

Pega payment exceptions for real-time payments in partnership with EvonSys

A Pega Financial Services partnership offering

Automate, streamline, and improve the client experience

EvonSys, a Pega partner with Pega® Smart Investigate for Payments installation and configuration experience, provides an industry leading solution for The clearing house's Real-Time Payments exceptions and investigations.

The solution combines the EvonSys Professional Services Real-Time Payments solution and the 7.1 Pega® Smart Investigate for Payments tool and the Pega Advanced E&I Rulebook module, which are the industry's most intelligent, agile solutions for resolving investigations and customer inquiries.

With centralized payment investigations on a single case management platform, the EvonSys solution for RTP also complements processes related to other payment methods and treasury products. It also enables straight through processing (STP) of the ISO20022 investigation messages that comprise the RTP solution.

Pega® Smart Investigate for Payments enables financial institutions to automate investigations and service, and retain customers across all channels, on every device.

Many of our clients have achieved:

- A 60 percent STP for SWIFT investigations.
- A 20 percent increase in customer satisfaction scores.
- An 85 percent reduction in duplicate processing costs.
- A 95 percent decrease in effort to produce audit reports and balancing analysis.

With the RTP solution provided by EvonSys, to complement Pega® Smart Investigate for Payments, you can now realize these benefits when supporting investigations for emerging real-time payments solutions. You can also:

- Scale and simplify processes efficiently.
- Automate end-to-end processes with dynamic rules that intelligently change based on conditions.
- Mitigate the complexity and errors associated with manual exception handling while resolving cases faster and at lower cost.
- Offer seamless service with Pega's omni-channel user experience and web mash-up, personalizing the interaction to the channel or device.
- Gain maximum deployment flexibility.
- Build and deploy Pega processes on the cloud or on premise to move transparently between these environments.

Challenge

Real-time payments promises near instant delivery of funds. Don't allow investigations related to RTP become the weak link in your RTP offering to your customers. Manual work processes and disjointed business systems delay real-time resolution for investigations across payments, Nostro, and treasury operations. The result is lengthy and error-prone operations that increase costs and risk, and jeopardize the customer experience and profit margins.

Solution

Pega Smart Investigate 7.1, Pega Advanced E&I Rulebook and EvonSys RTP solution combined to deliver the Power to Simplify™ all forms of treasury investigations across channels, transparently without any loss of context.

Using Pega, banks, corporations, correspondents, and clients can conduct investigation operations more efficiently, reducing costs, expediting resolution, and improving the quality of the customer experience.

Optimize the customer experience

- Intelligent processes automate workflow for common requests and exceptions, including payment investigations, compensation claims, Nostro reconciliation, treasury investigations, and more.
- Intent-led processes enable minimized training time, provide service consistency, and reduce errors.
- Rules-based personalization, including routing, prioritization, and resolution, combines with unified exceptions management across business lines for tiered client servicing.
- End-to-end case management lets managers escalate time-sensitive or high-value cases.
- Web self-service allows clients to search transactions, initiate investigations, review open and resolved exceptions, and view reports. In addition, integration to Swift GPI data for real-time payment status delivered as a mash-up to corporate portals is possible.
- ISO20022 formatted messages to support RTP STP process can be sent and received.

Simplify processing from end to end

- Pre-packaged workflow and decisioning rules automate financial adjustments for tasks, such as reversing a posted accounting entry, claiming interest for a late payment, and more.
- Workflows cover inter-bank compensation rules within the U.S., Canada, Europe, and other locations for:
 1. Claiming, paying, and receiving interest
 2. Adjusting value-dated accounting entries and posting interest to P&L accounts
 3. Generating accounting entries via a feed to the accounting system or SWIFT MT202, as well as 103 messages to the payment system.

Automate to reduce risk

- Rules-driven processes automate receipt, parsing, and processing of incoming messages, as well as sending outbound correspondences in SWIFT, SWIFTNet XML, ISO20022, and other industry formats.
- Unstructured messages such as emails, SWIFT MTn99, and FedService messages are analyzed for key investigation data such as amounts, dates, and references. Case types are automatically identified and entered to speed research time.
- A complete audit trail, available in easily configured reports, captures every activity in the investigation lifecycle, to provide quality level error analysis and productivity measurement.

Rapidly deploy and continuously adapt

- Pega's build once and reuse everywhere capabilities enable the rapid sharing of application assets across products, lines of business, geographies, and channels.
- Standards based wizard-driven integration enables quick, seamless integration with legacy systems for real-time data access and use.
- Familiar office tools make it easy to update processes, rules, interfaces, and other components, without writing any code for rapid response to new opportunities and changing regulations.
- Predefined configurable processes, rules, objects and data models, interfaces, and other application assets minimize implementation time.

