

GLOBAL PAYMENTS INVESTIGATION SOLUTION ACROSS 87 COUNTRIES

A CELENT MODEL BANK AWARD WINNER FOR 2013

"HSBC's GPI initiative has transformed the bank's operations in a key area of client service by giving clients added confidence that any payment inquiry will be resolved quickly, efficiently, and with a single point of contact."

Andrew Long

Head of Global Transaction Banking, HSBC

FINANCIAL SERVICES

BUSINESS GOALS

- Streamline and automate payment exceptions and investigations globally
- Provide consistent, high-quality service everywhere, while retaining local knowledge and feel
- Enhance client self-service through HSBCnet

RESULTS

1600 USERS IN 80+ COUNTRIES standardized on a single solution

80% COST SAVINGS for investigations

Unresolved payment cases

REDUCED 25%

12% FASTER average case resolution

VISION Standardize Payment Exceptions and Investigations Globally

Known for its global scale and reach, HSBC was challenged to standardize worldwide operations so that clients experienced the same high-quality service regardless of location. However, HSBC wanted to maintain its status as "The World's Local Bank", providing the personalized attention and experience of a local bank.

Specifically, HSBC sought to standardize payment-related inquiries and exceptions on a single platform and offer self-service. With inquiries and exceptions resulting from one to three percent of every payment made, HSBC needed a solution to manage millions of requests. The company believed by streamlining and automating its payment exception and investigation processes, they would enhance the client experience, while minimizing the handling cost of client inquiries.

EXECUTION Transforms Global Payments Service with Agile Solution

The bank consolidated all of its payment inquiries and exceptions into a single platform as part of its highly successful Global Payments Investigations (GPI) project, which leveraged Pega's Build for Change® technology. With Pega, HSBC has streamlined and automated a single set of inquiry processes and solutions across all regions. While the company-wide framework is standardized, Pega dynamically creates region-specific processes to deliver a familiar look and feel to each customer.

Through the GPI self-service portal, HSBCnet, clients can manage and resolve inquiries, eliminating the need for assistance from payment investigators. HSBCnet also delivers a single banking portal for corporate and commercial clients to access HSBC's transactional banking solutions. Payment inquiries can be initiated via emails and other standard messaging formats as well. Regardless of the starting point, resolution is realized in the same consistent manner. As a result, HSBC is in a better position to identify underlying issues and irregular payment trends globally.

OUTCOME Improved Customer Service Worldwide

HSBC is one of the largest financial institutions offering self-service for global payments inquiry resolution. GPI now serves over 1,600 users in 83 of the 87 countries where HSBC does business, and additional country deployments are scheduled through 2015.

The solution delivers a stable and positive customer experience, giving clients added confidence that any payment inquiry will be resolved quickly, efficiently and with a single point of contact. Service resolution rates have improved, and the number of cases remaining open has fallen by 25 percent. The average length of time a case is open has also been reduced by 12 percent.

HSBC has reduced costs and improved operational efficiency across the company. Economies of scale have driven down IT processing costs significantly. Currently, a payment investigation costs about \$.60 to support (from over \$3.00). This cost is expected to fall to less than \$.20 by 2015. Global metrics are also compiled and analyzed to further improve operations and implement best practices across the globe.



HSBC Holdings plc, parent company of the HSBC Group, is headquartered in London and serves clients worldwide. With assets of U.S. \$2.7 billion, the HSBC Group is one of the world's largest banking and financial services organizations.

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