

Pega Smart Investigate for Payments

The leading solution for global payment investigations

A Pega data sheet

Deliver compliant, engaging service at a lower cost

Pega Smart Investigate™ is our intelligent, agile solution for rapidly resolving investigations and customer inquiries.

Pega's solution for payment exceptions gives relationship managers, clients, service representatives, and operational teams simplified dynamic case management and integration capabilities that can be delivered across any channel.

With all the benefits of the Pega Platform™ and over 25 years of delivering investigations and exceptions management solutions to 18 of the top 20 global banks, Pega Disputes and Payment Exceptions™ empowers financial institutions to automate investigations while serving and retaining customers. Our clients have achieved incredible results, including:

- 60% straight-through processing for SWIFT investigations from day one
- 20% increase in customer satisfaction scores
- Up to 85% reduction in duplicate processing costs
- 95% reduction in effort to produce audit reports and balancing analysis

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 reducing costs.

Engage with customers across all channels

Offer seamless service with Pega's omni-channel user experience, personalizing the interaction to the channel or device. Mash up Pega with existing web and mobile applications to move transparently across channels – without losing context.

Challenge

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 – jeopardizing the customer experience and profit margins.

Solution

Pega Smart Investigate manages investigations throughout the payment lifecycle by aligning day-to-day work to strategic goals and customer expectations. Using Pega, wholesale banks, corporations, correspondents, and institutional clients can conduct investigation operations more efficiently, while reducing costs and improving the quality of the customer experience.

Optimize the client and staff experience

- End-to-end case management lets managers escalate time-sensitive or high-value cases. Intelligent processes automate workflow for common requests and exceptions, including payment investigations, compensation claims, Nostro reconciliation, treasury investigations, and more.
- Intent-led processes guide users to minimize 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.
- Web self-service allows clients to search transactions, initiate investigations, review open and resolved exceptions, and view reports. Integrate to Swift GPI data for real-time payment status delivered as a mashup to your corporate portal.

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 claiming, paying, and receiving interest; adjusting value-dated accounting entries and posting interest to P&L accounts; and 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, and sending outbound correspondences in SWIFT, SWIFTNet XML, and other industry formats.
- 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, reuse everywhere" capabilities let you rapidly share 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 – so you can rapidly respond to new opportunities and changing regulations.
- Pre-defined configurable processes, rules, object and data models, interfaces, and other application assets minimize implementation time.

High-Level Technical Architecture

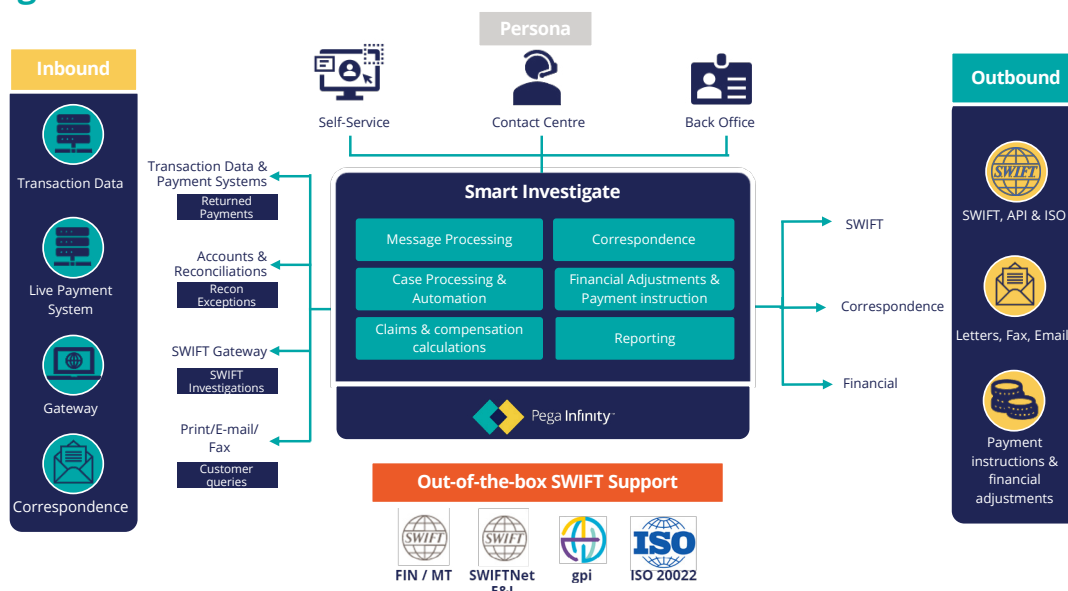


Figure 1. Pega Smart Investigate™ can simplify payment investigations, Nostro, and treasury-servicing processes to increase compliance, reduce risk, and deliver a customer-centric experience.