



AUTOMATING A GLOBAL BANK'S PAYMENT INVESTIGATION WITH PEGA SMART INVESTIGATE FOR FASTER AND ERROR-FREE CASE RESOLUTION

Transforming Manual Investigation Workflows
into an Automated, Efficient, and Reliable Process

About the Customer

Recognized as a cornerstone of the global financial system, the company provides custody and treasury services at scale, managing trillions in assets on behalf of institutional clients. Acting as a trusted intermediary, the company enables banks and investors to invest, transact, and operate seamlessly across markets worldwide.

Engagement Story

Daily inquiries about the Purpose of Payment (PoP) codes for cross-border transactions created an operational choke point. Teams handled close to 100 manual cases every day, consuming hours of effort and increasing the risk of errors and compliance misses.

The bank engaged EvonSys to automate case handling, reduce manual touchpoints, and bring investigations into a governed workflow to address the load.

Key Business Challenges

Delay in Processing

Each case required a detailed review and follow-up, consuming hours and significantly slowing down case resolution.

Surge in Daily Case Volume

The daily influx of PoP code requests overwhelmed staff, causing operational stress and slowing down other critical tasks.

Higher Chance of Errors

Manual handling increased the chance of misclassification or missed information, affecting compliance and client satisfaction.

Management Strain

Supervising these additional tasks became a challenge for managers—the added workload required constant monitoring and manual follow-ups.

Customer Service Delays

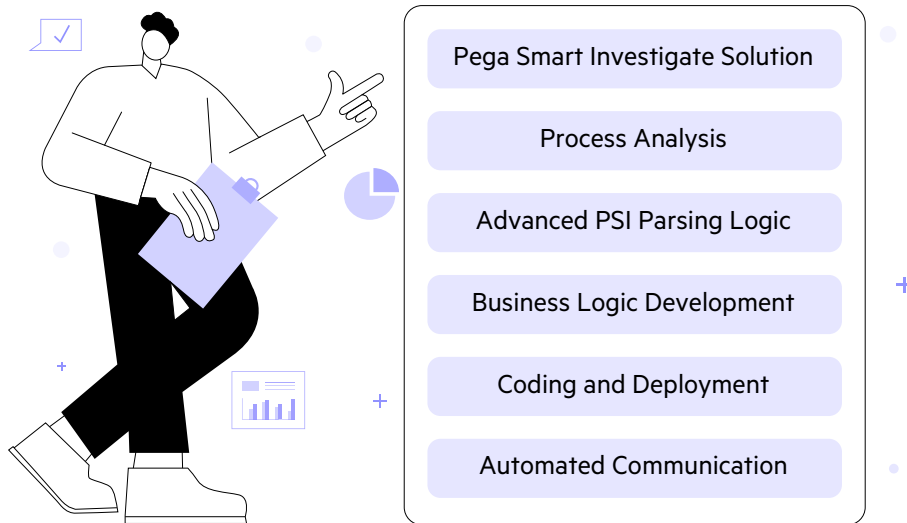
The increased manual processing time potentially delays responding to other client needs.

The growing workload highlighted the need for process automation to handle high-volume, complex investigations efficiently.

Desired Goals

- To reduce manual intervention and automate repetitive tasks.
- Every investigation should be accurate.
- Reallocate hours spent on repetitive processing to other work.
- Boost client satisfaction by responding to requests sooner.

Solution



Pega Smart Investigate Solution

The solution was built on Pega Smart Investigate, ensuring industry-grade case management, scalability, and compliance.

Process Analysis

EvonSys conducted a discovery workshop with staff, which included a hands-on analysis of the existing manual process.

Advanced PSI Parsing Logic

The Business Consultant analyzed hundreds of messages to identify parsing phrases, ensuring the automation of routing new PoP code cases.

Business Logic Development

The manual process was carefully studied, and business logic was crafted to mimic it. Multiple review cycles ensured alignment with complex investigative steps and potential outcomes.

Coding and Deployment

Consistent communication among the business consultant, the client's business team, and the coding team enabled a quick product launch.

Automated Communication

Designed pre-approved messaging templates to notify clients automatically.

Cases can now be resolved without manual intervention, significantly reducing staff workload.

Key Activities Involved

- Conduct discovery workshops to understand the workflows.
- Review hundreds of PSI messages to identify parsing rules.
- Design and validate business logic to replicate manual steps.
- Develop, test, and deploy automation scripts.
- Set up automated client communications for new PoP code requests.

Business Outcome



Elimination of Manual Work

Automation freed up around three staff hours per day by removing repetitive tasks from investigators. This automation allowed teams to focus on other activities instead of routine processing.



Faster Decision-Making

Managers benefited from streamlined processes, gaining quicker insight access and reducing turnaround times.



Enhanced Accuracy

By eliminating manual entries and interpretation, automation reduced the risk of errors in PoP code requests.



Improved Client Satisfaction

Clients experienced quicker turnaround, with responses now delivered in minutes instead of hours or days.

EvonSys deployed Pega Smart Investigate to create an automated framework that replicated manual steps, applied business logic, and seamlessly resolved PoP code requests without human intervention.

Simplify complex processes with EvonSys

Talk to our experts



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