



HOW A LEADING BANK TRANSFORMED OTP PROCESSING FROM TWO DAYS TO REAL-TIME

Find out how a financial institution reduced OTP visibility delays and delivered real-time transaction updates across all customer channels.

About the Customer

One of the largest regional banks in the United States, the institution manages hundreds of billions in assets and serves millions of customers nationwide. With operations spanning consumer, commercial, and private banking, it provides integrated financial solutions across lending, payments, treasury management, and wealth advisory.

Engagement Story

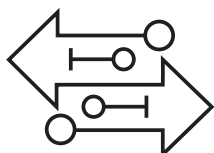
The bank began seeing a surge in customer complaints about missing or delayed One-Time Payment (OTP) details in its loan servicing channels. Transactions that should have appeared instantly were vanishing before customers could review or confirm them, eroding confidence and increasing call-center escalations.

A deeper investigation traced the problem to a synchronization lag between the legacy mainframe and the bank's newer digital platforms. Data was timing out before updates could complete, causing critical payment information to drop off mid-process. The issue underscored a larger challenge: legacy and modern systems operating out of sync were now affecting real-time customer experience, something the bank could no longer afford to leave unresolved.

Inconsistent OTP visibility across systems led to customer confusion, higher support calls, and delays caused by legacy system processing.

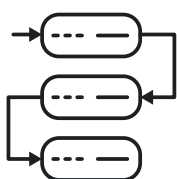
Key Business Challenges

Visibility gaps in OTP transactions impacted the bank's loan servicing operations, disrupting customer experience and straining support teams.



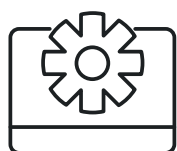
Inconsistent Transaction Visibility

Customers and contact center agents could not view OTP transactions after the payment date, leading to confusion and incomplete account information across channels.



Increased Support Dependency

Due to missing or delayed transaction data, customers frequently contacted the support center to verify payments, resulting in higher call volumes and longer resolution times.

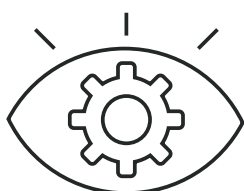


Legacy System Delays

The outdated mainframe architecture caused a two-day processing lag between PEGA BPM and the downstream system, preventing timely updates and reducing transparency in customer interactions.

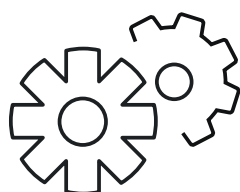
Desired Goals

To address the visibility and efficiency gaps in loan payment processing, the financial institution aimed to achieve the following goals:



Real-Time Visibility

Allow customers and agents to instantly access accurate OTP transaction details across all channels, cutting visibility time from two days to real time.



Seamless Integration

Align legacy and modern systems to eliminate processing delays and ensure seamless data synchronization.



Better Customer Experience

Deliver timely and consistent transaction information to reduce confusion and improve satisfaction.

Solution

EvonSys designed a synchronized solution that ensured real-time access to OTP transaction details across all channels.

PEGA Data Persistence

Utilizing PEGA and mainframe synchronization, the team created a persistence layer in PEGA that mirrored mainframe changes, allowing OTP transactions to remain visible during periods when they would have otherwise disappeared.

Real-Time Synchronization

Established seamless data alignment between PEGA and the mainframe to ensure transaction details were always up to date.

Automated Data Management

Introduced an automated process to remove or deactivate records after transactions were finalized, maintaining data relevance and system efficiency.

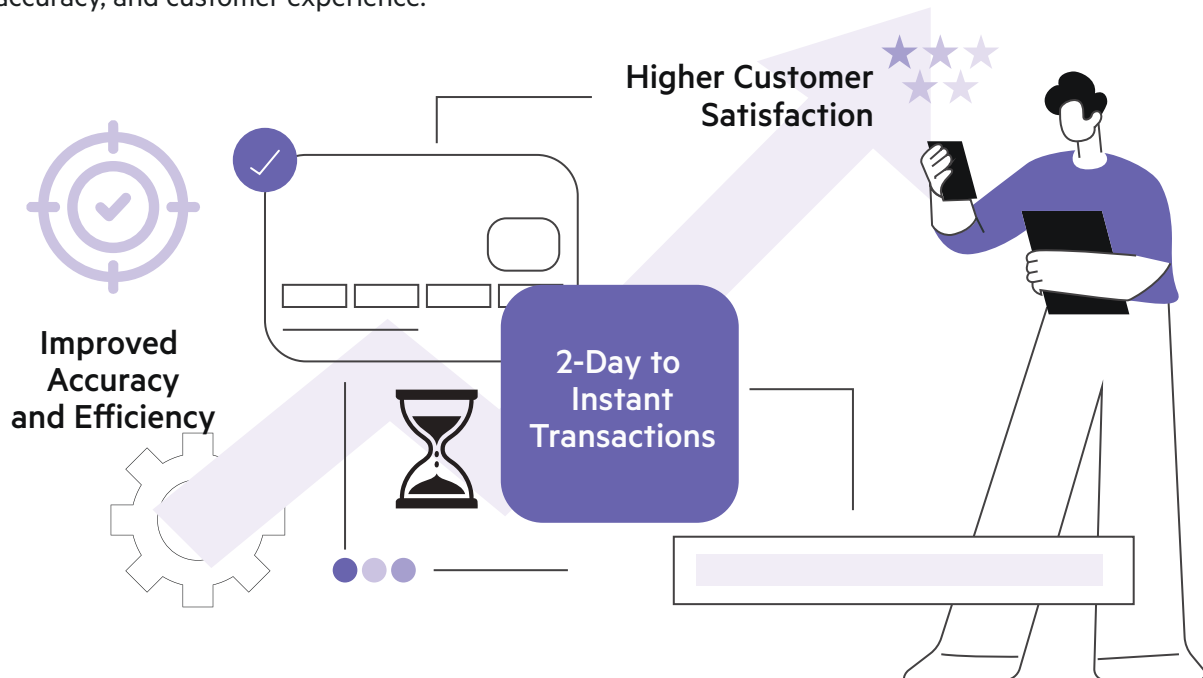
Multi-Channel Accessibility

Enabled synchronized transaction data to be displayed instantly across online and mobile channels, improving transparency and customer satisfaction.

A PEGA-based solution bridged the gap between legacy and digital systems, ensuring real-time OTP visibility, faster processing, and improved customer experience.

Business Outcomes

The launch of the new OTP solution in Q1 2023 delivered measurable improvements in transaction speed, accuracy, and customer experience.



2-Day to Instant Transactions

Transaction processing time was reduced from two days to real-time. This major improvement eliminated delays and significantly enhanced the overall convenience of the transaction experi-

Improved Accuracy and Efficiency

The new system minimized manual errors and increased processing accuracy, resulting in faster response times and smoother end-to-end payment handling for both customers and bank staff.

Higher Customer Satisfaction

With faster, more reliable, and error-free payments, customer satisfaction levels rose across all digital and assisted channels.

The bank accelerated One-Time Payment processing from two days to real-time, redefining speed and customer convenience.

Are you looking to modernize your systems?

Contact us today



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