DID YOU SWIPE YOUR CARD RIGHT?

Enhancing operational efficiency and preventing card frauds.

One of the largest UK-based card issuers was facing operational losses and wanted to improve regulatory compliance.

CHALLENGES

The client was facing issues in its fraud operations such as credit abuse, fraud recoveries, and dispute. It also wanted to:

- Reduce operational losses
- Improve compliance scores
- Improve efficiency in chargeback operations and application fraud

SOLUTIONS

Infosys BPM approached the client's pain points by:

- Creating a QA automation tool to validate all actions taken by credit card agents in multiple systems and highlighting missed actions, thereby reducing errors the same day the transactions are processed
- Reengineering processes such as request segregation — one type of work at a time — and applying automation on memo, letters, and blocks
- Standardising the memo comments updated by the fraud customer service team so that it can be processed easily by the back-office team
- Implementing effective coaching and feedback mechanism for internal IBPM training
- Proposing an action tool to monitor all fraud processes
- Reengineering decision of application fraud through a rule-based template

> The client wants to reuse/replicate the QA tool and concept across its businesses as part of best practice.

BENEFITS

With the Infosys BPM approach, we were able to:

- Complete 100% QA checks for chargeback cases
- Reduce rework on chargeback processes from 10% to 3%

- Avoid operational losses by ~80% with the implementation of the tool, which earlier stood at 9k
- Maintain 100% accuracy on both compliance and process scores with the QA tool

- Reduce operational losses by 50%
- Accrue FTE benefit for the client by replacing 12 FTEs, who conducted manual audits, with a single FTE

For more information, contact infosysbpm@infosys.com

Infosysbpm.com

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