

ARE YOU FACING TOO MANY CREDIT CARD CHARGES?

Reducing operational losses, reconciliation errors, and turnaround time.

One of the four largest financial institutions in Australia wanted to enhance its fraud detection operations with respect to disputes and chargeback management.

CHALLENGES



The client was facing several issues in its fraud detection operations and wanted to:

- Reduce operational losses
- Improve turnaround time
- Improve efficiency in chargeback operations
- Reduce manual processing and reconciliation errors

SOLUTIONS



Infosys BPM approached the client's pain points through a three-pronged approach:

Approach #1: Technology

- Developed automation tools to reduce reconciliation errors
- Implemented multiple automations to overhaul the reporting landscape and create better visibility of work queue status

Approach #2: Process

- Laid out well-defined TAT for each process to enable SLA monitoring
- Reengineered processes to reduce manual efforts, such as auto-generation of follow-up letters to merchants and communication process with multiple stakeholders

Approach #3: People

- Initiated team training for the IBPM team handling the process to improve effectiveness of resolutions

BENEFITS



With the Infosys BPM approach, we were able to:

- Reduce AHT and improve accuracy and turnaround time
- Complete 90% transactional volumes in 24 hours compared with 80% completion in 48 hours previously
- Reduce reconciliation errors by 95%
- Reduce operational losses by 80%
- Improve productivity by 20% in 2 years of operations

As a result of our efforts and overall process improvements, the client was awarded VISA Highest Chargebacks Efficiency Global Awards for 3 consecutive years (2009, 2010, and 2011) and 2017.



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