45% Lower Costs and 99% Accuracy Levels While Reducing Turn Time for ACH Exceptions

1 Customer

1. Treasury management services division of a Top U.S. Bank

2 Business Situation

1. **ACH exceptions** – needed **to reduce turn-around time** to clear all volumes on the same day
2. **Exceptions** were being processed by individual divisions reducing process standardization

3 Solutioning

1. SLK **centralized the operations** to one location with clear SLA's for all 10 types of transactions
2. Some of the applications used were **Detica, PEP+, Agiletics etc.**

4 Execution

1. Staff was **cross-skilled** to perform all 10 activities to manage volume fluctuations without increasing staffing
2. SLA's managed by adhering to specific time windows for each activity

5 Value Delivered

45% lower cost through streamlined processes

Turn time improvement

1. to 3 days from 5 days for settlement of transactions
2. Consistently processed all requests on the same day

Improved process quality to **99%** from 95%

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*The quality for ACH process is at 100%. Teams are meeting deadlines. Really appreciate this achievement. Keep up the great work! - **Vice President, Commercial Operations***