DELL Services

Insourcing Dashboard and Payments Workbench

Streamline your payments operations and seize strategic advantage.

The challenges for financial institutions to serve their customers with the best payment options are complex. Intense competition, reducing margins, and the need for shorter time-to-market is forcing banks to increase focus on achieving operational efficiency.

Dell Services is geared to help banks achieve operational efficiency through custom-built business process management tools for their payment business such as Insourcing Dashboard and Payments Workbench. This provides a single view of payments operations to decision makers with comprehensive exception management functionality required for smooth monitoring of transaction processing and seamless problem resolution.

The payment business is in a state of rapid transformation. Changes in economics, regulations, technologies, and customer expectations are driving the need for greater transparency in operations so as to minimize operational risk.

Large banks with high revenue dependence on payments processing have invested in the development of state-of-the-art payments platforms to handle the ever-increasing transaction volumes in an effort to minimize operational costs. On the other hand, smaller banks are increasingly looking at outsourcing their payments processing to larger banks so as to focus on their core business operations. Large banks insourcing payments processing from smaller banks often face challenges related to:
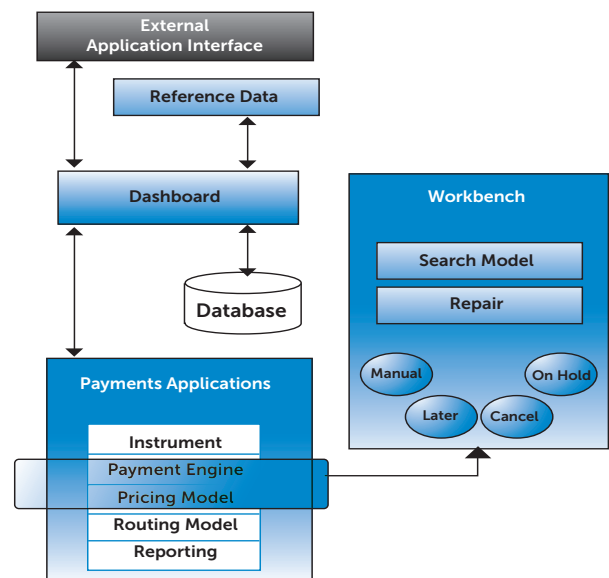
- **Transaction Management and Monitoring** — is very complex as users find it difficult to track transactions status as per source, per instrument, etc., and there is no single view for the user to check the charges applied by the bank

- **Transaction Repair and Approvals** — processes are generally decentralized resulting in substantial user time and effort for repairs / approvals

- **Real-time Reporting** — users find it difficult to generate real-time management summary reports as per required criteria and are unable to track performance of their individual member banks in terms of revenue and transaction load

Beat the competition and gain early mover advantage

The Dell Services Insourcing Dashboard and Payments Workbench is designed to provide a single view for a bank's payments business. It acts as a one-stop shop for all kinds of payments transactions requiring actions such as approvals and repairs. Some of the key features of the tool are:

- **Well-defined user hierarchy** — Customizable screen layouts per user roles

- **In-house and insource payments summary** — Summary of payments status classified by instruments, incoming channel, outgoing channel, acquisition mode, and charge option

Complete payments transactions data capture and analytics for tracking, reporting, consolidation, and archiving

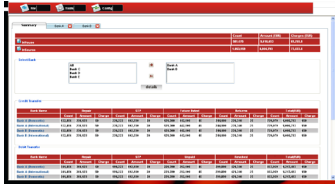## Tracking, Reporting, Consolidation, and Archiving
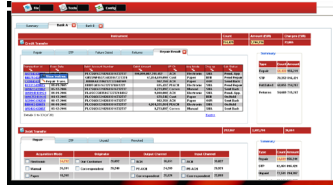

Fig: In-house and Insourced Payments Summary Board

Fig: Payments Workbench with Search capabilities for approval and repair

Fig: Repair Workbench

- **Auto refresh and update** — Auto refresh of payments information after a particular time interval and highlighting of the updated information for action

- **Payments workbench** — One payments workbench to repair and approve insourced payments from any bank

- **Ability to view / update / modify transaction in one go** — Flexibility to search and drill down to a particular transaction for viewing transaction status and make modifications

- **Easy repair of payments** — Well-organized error descriptions in line with the information fields to ensure easy repair

- **Authorization and validation** — 4-eye authorization and validation for approvals and repairs

- **Streamlined approval process** — Auto display of repaired fields and comparison of old and new fields to streamline the approval process

- **Customizable transaction layout** — Flexibility to customize default layout screens and select data elements to be displayed

- **View historical data and forecast future volumes** — Flexibility to view historical payment transaction status and ability to forecast expected future insourced transaction volumes from a particular bank, from channel, acquisition mode, or from some other source

- **Ad-hoc reporting** — Ability to generate customized reports

For more information about any of our service offerings, please contact your Dell representative or visit dell.com/services.

Key Benefits

- Improved monitoring and compliance management covering multiple jurisdictions

- In-time response and user-friendly technology

- Frequent on-demand information and reporting

- Improved internal governance and group-wide securities exposure management

- Reduced cost of compliance due to an enterprise-wide framework

- Separation of data and process ownership

- Improved accuracy

- High value, low cost solution with no licensing fees

Applications   Business Process   Consulting   Infrastructure   Support

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