

Overview

Our client, a leading private sector bank, offers a diverse portfolio of financial products and services to retail and corporate customers. They required a robust and automated credit-card settlement approval system to streamline their digital transformation journey.



Objective

The client wanted to automate the credit-card settlement approval process, including calculations, status monitoring, and email notifications, to eliminate manual errors and inefficiencies. The client aimed to achieve faster application delivery, streamlined operations, and real-time communication with approvers, targeting a 4X improvement in delivery speed and a 40% reduction in development time.

Business Challenges

The client faced significant challenges in their credit-card settlement approval process, which impacted their operational efficiency and increased manual effort. Key challenges included:

- **Manual Processes:** Tasks like handling approvers and monitoring statuses relied on Excel sheets, causing delays
- **Email Gaps:** Notifications to approvers were manual, leading to missed or delayed actions.
- **Error-Prone Operations:** Manual tracking and calculations introduced errors, reducing reliability.

The Solution


We implemented a Low-code platform-based OutSystems Reactive Web application to automate the client's credit-card settlement approval process. The solution streamlined calculations, monitored approver statuses, and automated approver-centric workflows, eliminating the need for manual intervention. Additionally, the platform was integrated with a robust email notification system to provide timely updates to approvers, ensuring smooth communication. The application was designed with a user-friendly interface, enabling easy navigation and functionality for all users involved in the approval process.

Value Delivered

The implementation of the Low-code platform transformed the client's credit-card settlement approval process, delivering tangible benefits in efficiency and accuracy. The automated system eliminated manual errors, improved operational speed, and enhanced user satisfaction through real-time updates and a simplified interface.

40% Reduction in development time, accelerating the overall delivery process

4X Faster application deployment, ensuring quicker access to the automated system

 Instant email notifications reduced delays in communication, enabling improved operational efficiency

Business Benefits



Accelerated Delivery



Automated Processes



Error-Free Operations



Faster Time-to-Market