

Online Payment Platform Consolidation

The client, a Top 10 US bank holding company, a leading global financial institution with operations in more than 50 countries, is heavily focused on supporting customers' international payment needs

CHALLENGE

- Online payments complicated by multiple user platforms
- Inconsistent customer experience
- Redundant maintenance and support costs
- Client efforts to date achieved little stakeholder buy-in

WHY ABEAM?

- Client's high value for ABeam's process methodologies and detailed analysis
- ABeam's deep domain expertise in payments
- Familiarity with the bank's payment systems from previous projects

SOLUTION

- Review work products from client's previous efforts
- Understand program initiatives, process and technology needs and solutions
- Apply consistent methodology for translating the client's work products into deliverables that give clarity to business and technology stakeholders
- Revise per stakeholders and use for design and solutioning phases
- Maintain consistent focus on the "customer" for each deliverable to ensure the project gains their support

REAL BENEFITS (to date)

- Stakeholder engagement and buy-in of work products to date
- Confidence in the next phase of work

