

HEXAWARE

Enhancing Business KPI Metrics: Leveraging Hexaware PaymatiX™ for Data and Analytics in Banking

Streamlining the business information programs
for a major bank in the US and Canada.

Case study



Client

| Client

- Challenge
- Solution
- Benefits
- Summary

Our client is a major bank in the US and Canada, renowned for its extensive operations and significant market presence. The bank manages a vast array of financial services and business operations across North America.



Challenge

Client

| **Challenge**

Solution

Benefits

Summary

The client encountered multiple challenges in their business information programs that hindered their operational efficiency and decision-making capabilities:

- **Inefficient KPI metrics management:** The existing system struggled to manage and process KPI metrics effectively, resulting in delays and inaccuracies.
- **Data transformation issues:** The process of transforming data was cumbersome and failed to provide timely insights.
- **Decision-making impact:** The inefficiencies in data handling and reporting adversely affected the bank's ability to make informed decisions.

What the Client Needed:

The client needed a banking data analytics solution to streamline its business information processes and provide a reliable, accurate source of truth for its KPI metrics.



Solution

Client

Challenge

| **Solution**

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Hexaware addressed the client's challenges by leveraging our proprietary data analytics and data visualization in banking platform—Hexaware PaymatiX™—to optimize business and enhance the overall efficiency of business information programs:

Leveraged ETL layer of Hexaware PaymatiX™: Utilized the ETL layer to accelerate the transformation journey, ensuring seamless data processing and integration.

Plug-and-play platform: Enabled rapid implementation due to the platform's plug-and-play nature, which included thorough testing and smooth production deployment.

Reliable single source of truth: Established a dependable source of accurate data, empowering business users with precise insights.

Enhanced visibility and value: Improved visibility and derived value from data consumed by downstream services, providing actionable insights for better decision-making.



Benefits

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The integration of Hexaware PaymatiX™ into the client’s ecosystem resulted in significant enhancements across various operational metrics. The platform’s advanced data, analytics, and visualization capabilities provided the following benefits:

87% improved performance under load:

The implementation of PaymatiX™ significantly boosted the system’s performance, even under heavy data loads.

20% cost savings on SaaS and licensing:

The streamlined solution resulted in notable cost reductions on software and licensing fees.

2x faster decision making:

The enhanced visibility and data accuracy led to a doubling of the speed at which business decisions were made.



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A major bank in the USA and Canada faced significant challenges with inefficiencies in their banking KPI metrics and data transformation processes, which impacted their decision-making and operational performance. We addressed these issues by leveraging Hexaware PaymatiX™, a comprehensive data, analytics, and visualization platform. Hexaware's solution provided a robust extract, transform, and load (ETL) layer and a plug-and-play design, facilitating a smooth integration and addressing the client's data challenges in banking. As a result, the client achieved an 87% improvement in performance under load, a 20% reduction in SaaS and licensing costs, and a twofold increase in decision-making speed.



About Hexaware

Hexaware is a global technology and business process services company. Our 31,000+ Hexawarians wake up every day with a singular purpose; to create smiles through great people and technology. With this purpose gaining momentum, we are well on our way to realizing our vision of being the most loved digital transformation partner in the world. We also seek to protect the planet and build a better tomorrow for our customers, employees, partners, investors, and the communities in which we operate.

With 54 offices in 28 countries, we empower enterprises worldwide to realize digital transformation at scale and speed by partnering with them to build, transform, run, and optimize their technology and business processes.

Learn more about Hexaware at www.hexaware.com.

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