

Solution Brief

Celonis Payments Manager

Payments are complex and risky

Payments is a critical capability for corporate and business clients, and a key factor in deciding where to place their business with a bank.

The challenge for banks to deliver competitively priced, transparent, predictable and efficient payment services has never been greater. Clients operate globally, regulators continue to increase pressure and demands, fintech entrants are fragmenting the value chain, the technology landscape is constantly shifting — legacy complexity included — and cyber threats are growing in both frequency and sophistication.

Celonis Payments Manager App

The Celonis Payments Manager app, powered by ProcessLab, addresses this directly. It gives banks absolute visibility across their full payments operation — covering cross-border, domestic, real-time and recurring transactions — enabling informed decisions, faster payments, reduced costs and full regulatory compliance.

Benefits

Clarity from complexity

We provide end-to-end visibility from initiation to fulfilment across workflow, RPA and core banking applications.

Improved customer experience

The interaction with customers are simplified, payment status communicated in real time and customers' can be educated to improve their experience with the bank.

Reduce operational costs

Elimination of non-value adding and duplicate activities along with automation in Celonis, reduce the cost to execute per transaction.

Reduce regulatory risks

Monitoring and reporting on regulatory requirements are automated and a clear control framework provides a real time conformance perspective.

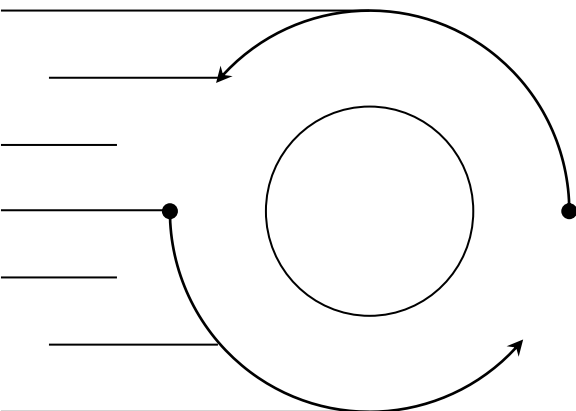
Quality at Source drives Straight Through Processing

Our ultimate objective is to allow the banks’ customers to upload a source document (e.g. an invoice) and the bank process the payment straight through in the most cost-effective, automated manner. The customer will have a great experience and all regulatory requirements will be adhered to as required.

Features

Insight to Action

Utilising the EMS platform, we provide fast visibility and insight into a complex process across multiple systems. We identify root causes of execution gaps and assist the payments operations teams to close the execution gaps with automations and prioritizing payments.



Use Case:
Standard Bank – Outward
Cross Border Payments

Challenge

Lack of insight and transparency of the end-to-end process made it near impossible to provide customers with acknowledgment that the payment transfer was successful.

Solution

Real-time operational dashboards enabled the process to be managed effectively reducing rework and bottlenecks and helping to migrate customers onto optimal channels.

Repeat payments

Banks treat all payments in a standard manner and identifying Repeat Payments, i.e. the same customer pays in the same currency to the same beneficiary multiple times, allows us to stream line the execution process. The bank should experience a reduction in cycle time and resources to execute these payments as they are often the majority of the payment volumes.

Results

\$2.4m	annual value identified
>30%	reduction in cycle time
>18%	increase in production capacity

Learn More about our solution