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Digital Transformation – Case Studies



CASE STUDY
OVERVIEW DTFS201

K2View Fabric delivers data from silo-ed systems to fuel self-service portal for >2M payment processing merchants

SOLUTION → Digital Transformation

INDUSTRY → Financial Services

Improves customer experience while reducing call center costs & metrics

CHALLENGE

Create a real-time self-service portal to improve customer experience and provide unified view of the customer funds/portfolio.

SOLUTION

K2View Fabric as integrated, real-time data layer across 8 systems to power self-service portal solution.

RESULTS

Real-time 360-degree customer view for self-service portal in just 3 months.



- Merchants required to call into service desk, creating poor experience and high operational cost
- New customer insurance & saving information data requirements driving self-service needs
- Legacy systems not integrated; lengthy, capital-intensive modernization required

- Fabric as the integrated data layer across 8 systems
- Real-time on-retrieval updated funds information
- Front-end using Fabric's API layer as middleware
- Login Verification & data analyzation with BI tools
- Self Service Portal build on top of Fabric for > 2M merchants

Results

- ROI of over \$10M over 3 years
 - Lower Development and Implementation costs
 - Reduced calls and Average handle time for reps
 - Less Merchant Churn

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