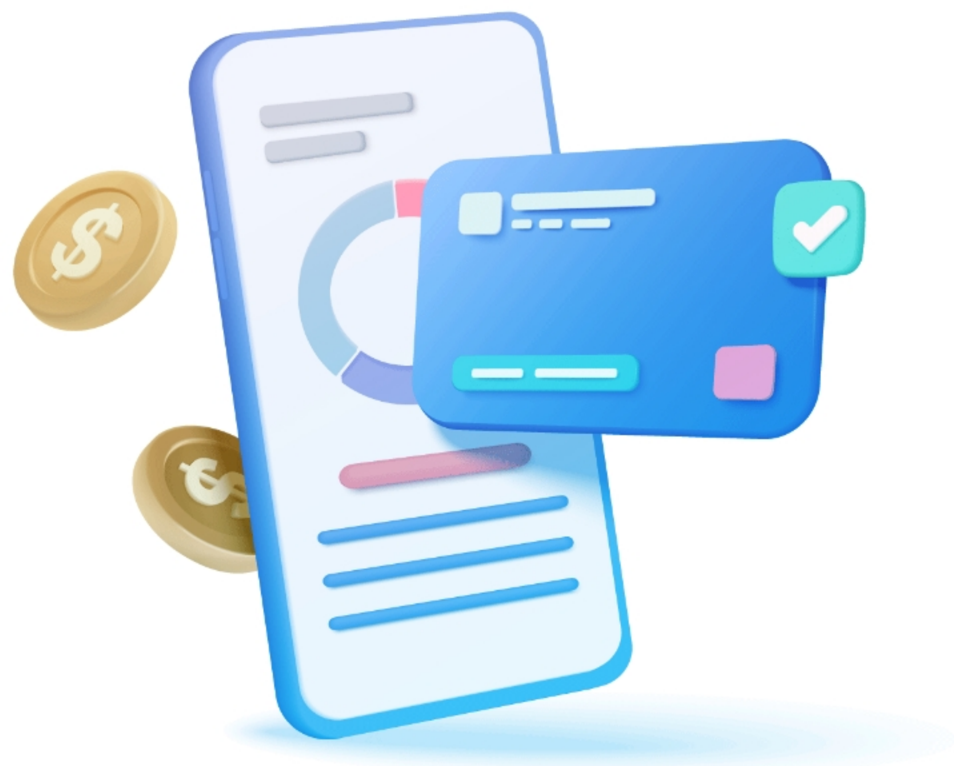
Pontica Solutions
#wegrowtogether

Efficiency showcase

Driving Impact in Payments & Financial Tech:

A Case of Rapid Transformation & Elevated Quality



Pontica Solutions

Our Partnership

We collaborated with a **leading company known for its expertise in real-time global payments and financial technology** infrastructure. This company excels in offering efficient solutions for cross-border transactions, foreign exchange, and payment processing.

Main Challenges

- Difficulty in accessing talents specialized in Know Your Business (KYB) and transaction monitoring processes.
- Need for process updates and alignment.
- Requirement for flexibility, agility, adaptability, cultural affinity, and FinTech expertise - essentially a plug-and-play solution capable of swiftly addressing and resolving issues to achieve business-as-usual status.

Pontica's Solution

Implementation

Implementation of a semi-automated **cross-check system** for the KYB process.

Update

Updated outdated documents in collaboration with the client, refreshing the knowledge base with current information.

Training

Developed **15 comprehensive training courses** to support the team across diverse lines of business (LOBs).

Results and Impact

Updated procedures in the knowledge base and enhanced performance reporting provided greater transparency.

30% Backlogs reduced — The team demonstrated exceptional **adaptability and efficiency, resolving critical issue**s at a notably accelerated pace. Within the first six months, they reduced backlogs 30% faster than projected compared to in-house team productivity.

This success spanned 14 lines of business within the client's first line of defense for EU & APAC operations, including transaction monitoring, payouts, pay-ins, KYC, KYB, data migration for the travel vertical, mass pay alerts, onboarding, corporate and individual due diligence, screening, user management tasks, SLU verification, extensive due diligence (EDD), and internal audits on in-house team due diligence.

Stabilized performance through **a newly implemented reporting system,** providing the client with enhanced visibility and accuracy in background checks.

Delivered **a more accurate KYB process,** significantly reducing mistakes and improving quality.

99% Corporate due diligence QA score — Corporate due diligence QA scores **consistently exceeded 96%, peaking at 99%** in some months, surpassing the target of 85%.

100% QA score — SME client onboarding QA scores gradually increased, reaching 100%, **six months after activity launch.**

#wegrowtogether