

Driving Impact in Payments & Financial Tech:

A Case of Rapid Transformation & Elevated Quality





Our Partnership



Our client is a **leading company known for its expertise in real-time global payments and financial technology** infrastructure. They excel in offering efficient solutions for cross-border transactions, foreign exchange, and payment processing.

Main Challenges



- Hiring and developing talent with fintech expertise and maintaining high quality and operational efficiency
- Establishing robust security and compliance practices
- Requirement for flexibility, agility, adaptability and cultural affinity

Pontica's Solution



Scaling



Scaled a dedicated team to support 15 service lines across multiple business functions.

Training



Developed customized training programs to build quick ramp-ups and future expertise.

Implementation



Implemented an automated cross-check system to enhance efficiency and reduce manual labor.

Development



Built a comprehensive knowledge base to enable faster, high-quality decision-making.

Security



Strengthened compliance practices with ongoing monitoring and rigorous adherence to security standards, ensuring risk mitigation and operational integrity.

Results and Impact



**30%
Faster backlog
reduction**

**within 6 months,
demonstrating
significantly increased
efficiency.**

**15
lines of business
with resolved
issues**

**ensuring business
continuity and
operational stability.**

**96% +
QA Score**

**surpassing
the target of 85%**

