

# Hybrid IPA Automation for a Leading Global Payment Network Provider

## Overview

The client is a leading global payments and technology company that connects consumers, businesses, merchants, issuers, and governments around the world. They partnered with Tech Mahindra to adopt an automation solution for updating single message interchange configuration to scale push payment to various merchants.

## Client Background and Challenge

In the client's business, the promotion for merchants is rolled out very frequently. The client wanted the promotions to be effective in the system and the single message interchange configuration is updated manually and is error prone and takes at least two days. The existing system was not flexible and required lot of redevelopment to accommodate the changes

### The major challenges included:

- ⦿ SLA driven process for updating promotions for the merchants
- ⦿ Highly manual process to extract the data from promotion templates and update in mainframe
- ⦿ Frequent changes in the templates leading failure in automation
- ⦿ Demand for flexible solution to accommodate frequent changes in the templates

## Our Approach and Solution

Tech Mahindra provided hybrid IPA solution which is a flexible solution considering the frequent changes in the application and input template has been delivered as:

- ▶ Reusable component for unstructured data extraction
- ▶ Flexible RPA solution to accommodate frequent data changes introduced due to promotional changes



## Business and Community Impact



**70%**  
cycle time reduction



**168**  
hours per month FTE savings



**~99.99%**  
reduction in manual efforts

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