

# Optimizing Bill Payment Processes:

Achieve Seamless Transactions and Enhanced Customer Satisfaction with Bill Payment Observability



## Current Situation

One of the largest private banks focusing on customer experience and operational excellence was exploring to enhance the visibility of their bill payment system. With transaction coming in from multiple channels and inherent complexity of the bill payment workflow, a real-time visibility into failures and biller performance was paramount.

## VuNet Solution/Use Case Details

- VuNet implemented the Business Observability Platform to provide real-time visibility of channels, internal application touchpoints and external API interfaces.
- The solution provided real-time visibility and analytics, offering detailed insights into transaction volumes, biller performance, and the identification of technical and business declines.
- Enabled the bank to proactively manage and resolve issues, ensuring efficient transaction processing and enhancing overall system performance

## Key Metrics/Insights Delivered

360-degree view of the Bill Payment eco-system through business and operational KPIs:

- Transaction Latency, Error rates and Throughput
- Transaction Failure Analytics
- Segmentation by Biller, Channel, Agent etc.
- Breakdown of the performance by micro-transactions – Fetch, Pay and Validate
- Transaction trace across the systems
- Transactions
- Error codes

## Business Impact

	Before VuNet	After VuNet
<b>Transaction Visibility</b>	Limited to Infra and App performance	Comprehensive transaction visibility
<b>Incident Detection and Response</b>	Longer cycles	Quicker detection and resolution (> 15 min)
<b>Customer Experience</b>	No visibility to track experience	Superior experience through improved ecosystem reliability
<b>Operational Efficiency</b>	Lack of actionable intelligence	Correlated insights with precise RCA
<b>Data-Driven Decisions</b>	Limited	Intelligent insights for better decisions

## Benefits

**Comprehensive Ecosystem Insight:** Unparalleled view of the entire bill payment ecosystem, enabling optimization of the process.

**Proactive Management:** Segmentation by business dimensions enabled faster detection of non-performing billers or sub-process contributing to latency.

**Intelligent Notifications:** Correlating the system performance with transaction, biller, channel, agent enabled better incident response.

**Customized Reporting:** Automated biller performance reports and other compliance reporting.

**Scalable Observability Platform:** Optimized TOC with exponential growth in transactions.



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