



Transformed B2B Payments into a High Returns Offering for a Top US Bank

Key Challenges



- **High operations cost:** Inadequate operations model with no self-support
- **Low platform adoption:** Poor UX with inefficient onboarding process
- **Long processing time:** Lack of a supplier database and no integrated ecosystem for payment rails

Business Solution



IncedoPay: Accounts Payable SaaS Solution

- **Digitization & improvisation** to bring bank, clients and payees on the same platform
- **Cost effective offering**, linking ops and product cost to business outcomes
- **Data-driven decision making** to generate upsell and cross-sell opportunities

Business Impact



37%

reduction in operations cost by moving to SaaS platform with process automation

70%

reduction in support requests from multiple-user self-support portal

6x

productivity increase in new supplier outreach capacity

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