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Case Study

CLIENT
AYA Bank

SOLUTION
Smart Reconciliations
Digital Payments Control

AYA Bank, a leading financial institution in Myanmar, successfully implemented Smartstream's Smart Reconciliations Digital Payments Control. The solution has significantly advanced the bank's digital transformation journey by automating and enhancing their payments processing capabilities.

Challenges

AYA Bank needed a robust solution to efficiently handle large volumes of payment transactions. The bank required a system that could not only manage the current volume but also scale to accommodate future growth.

Solution

AYA Bank selected Smart Reconciliations Digital Payments Control solution, which was delivered as Software as a Service (SaaS). This Digital Payments Control system includes advanced features such as automated reconciliations, settlement, fee computation, and dispute resolution, all bolstered by AI-driven capabilities.

Implementation

The implementation process was conducted remotely by Smartstream's Solution Delivery team, ensuring a seamless and efficient onboarding experience despite the geographical and logistical challenges. The team's meticulous planning and clear communication facilitated a smooth transition without disruptions to AYA Bank's daily operations.

Benefits

Since going live with the solution, AYA Bank has experienced significant operational improvements:

- **Enhanced Transaction Processing:** The solution supports high transaction volumes with real-time processing capabilities, enabling quicker response times and increased customer satisfaction.
- **Improved Transparency and Control:** The real-time oversight layer introduced by Smartstream's solution has enhanced transaction transparency, improving both internal audits and customer trust.
- **Reduced Operational Risks and Costs:** Automated processes have minimised the need for manual interventions, thus reducing errors and operational costs.
- **Future-Proofing Operations:** The system's scalability and advanced technological framework prepare AYA Bank for future challenges and expansion opportunities.

"The adoption of Smart Reconciliations Digital Payments Control has been a transformative step for AYA Bank, markedly enhancing our service delivery. This system not only addresses our current operational needs with real-time operational insights, but also strategically positions us for future expansion and emerging challenges.

We commend Smartstream's professional approach and support throughout the project. The onboarding process was seamless, Smartstream's Solution Delivery team managed a streamlined implementation period remotely. Their meticulous planning, clear communication, and proactive coordination ensured each step of the onboarding journey was executed with precision and efficiency".

Yvonne Nang Saw Kham Phyu, Director and Head of Cards and Payment Services, AYA Bank

About Smartstream

Smartstream unlocks trusted, intelligent data insights – clearly, consistently, and without compromise.

Empowering leading global financial institutions and enterprises with innovative solutions that deliver accurate, timely data insights to streamline operations, reduce costs, and meet regulatory demands with confidence.

By harnessing data at the core of customer operations, Smartstream drives smarter, faster outcomes across reconciliations, liquidity, collateral, corporate actions, fees, and reference data solutions

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