

THE CHALLENGE

- 150 payment incidents impacting more than two million customers and payments totaling \$200M
- Costly write-offs due to unaccounted payment transactions amounting to \$32M
- Takes the operations team anywhere from a few weeks to months to onboard new payment and billing sources

THE SOLUTION

- Streamline finance operations with automation to track, manage and account for money end-to-end
- Drag-and-drop configuration wizard to quickly add new payment channels and transaction types
- Multiway reconciliation across the order-to-cash cycle and map each record for complete transaction traceability
- Automated exception-handling workflows from case creation to case resolution
- Payments integrity check to detect transaction authorization failures
- Real-time payments dashboard to analyze payment channels for authorization rates, network fees and chargebacks
- Single platform across payments, finance, accounting and operations team, ensuring process standardization

Large Telecom Merchant Increases Revenue Visibility, Reduces Leakage With ACI's Reconciliation Solution

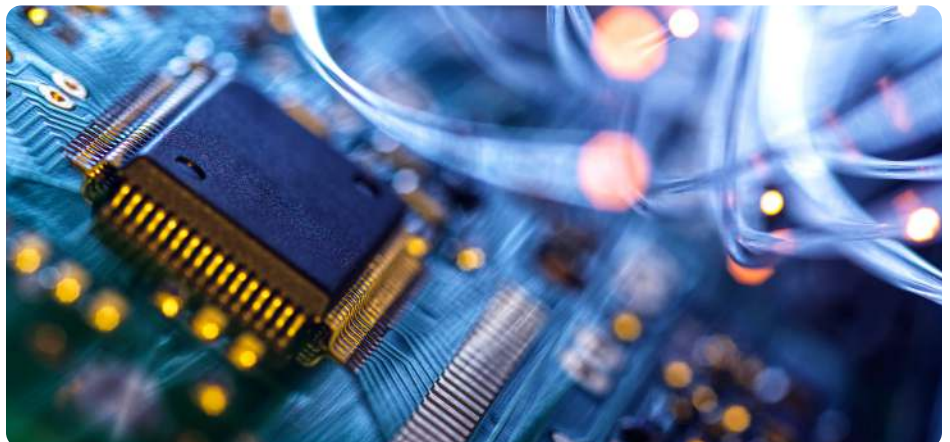
In this case study, learn how ACI evaluated the challenges presented by the customer and introduced [revenue optimizer](#), part of the ACI® Payments **Orchestration Platform™**, to best fit their payments strategy.

A large telecom merchant in the United States faced revenue leakage challenges while reconciling customer payment transactions. In addition, there was lack of transactional-level order-to-cash traceability across their billing systems, financing system, payment gateways, acquirers, networks and bank accounts, resulting in auditing and customer dispute challenges.

ELIMINATE TIME-CONSUMING MANUAL RECONCILIATION BURDENS WITH FLEXIBLE AUTOMATION

The Challenges

The telecom merchant experienced 150 payment incidents impacting more than two million customers and payments totaling \$200M in a single year. They were tired of costly write-offs due to unaccounted payment transactions amounting to \$32M. They needed a solution to better track transaction discrepancies and resolve them quickly.



THE RESULTS

- Discrepancies discovered: 850+ transactions amounting to \$900K were posted to customer accounts but not sent for settlement; 150+ transactions amounting to \$60K were not sent for settlement
- Found 110 transactions posted on billing system but not updated by gateway
- Average time to ingest one million records: 50 seconds
- Implementation time for new channels reduced by 80 percent
- 75 percent reduction in staff hours on transaction matching, data setup, exception research, etc.

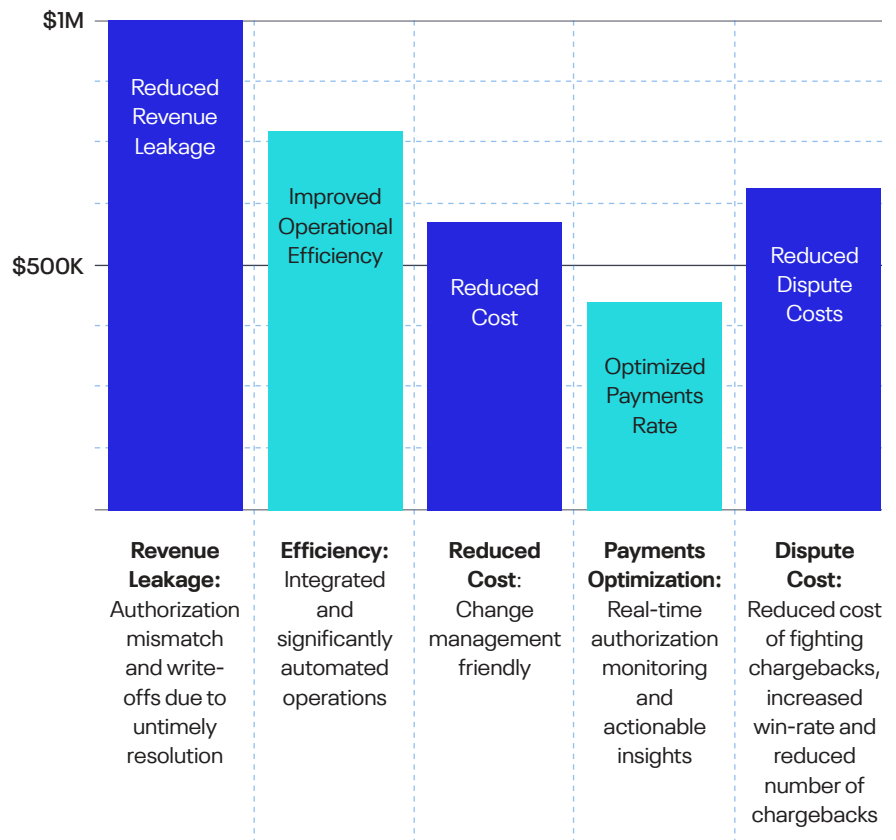
Source: ACI Technology Partner

The ACI Solution

ACI's revenue optimizer can streamline finance operations with automated workflows to track, manage and account for money end-to-end. It was ultimately built to improve financial accuracy, track money movement, reduce revenue leakage and lower operational costs.

The telecom merchant implemented the automated reconciliation solution to optimize every step of the payments back-office, creating a unified experience across payment, finance and operations teams.

Top Benefits Realized by the Customer on Automating the Payments Back-Office



ACI Worldwide is a global leader in mission-critical, real-time payments software. Our proven, secure and scalable software solutions enable leading corporations, fintechs and financial disruptors to process and manage digital payments, power omni-commerce payments, present and process bill payments, and manage fraud and risk. We combine our global footprint with a local presence to drive the real-time digital transformation of payments and commerce.

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The Results

Within the first month of going live, the following transaction discrepancies were discovered and remediated:

- 850+ transactions amounting to \$900K were posted to customer accounts but not sent for settlement
- 350+ transactions amounting to \$60K were not sent for settlement
- 110 transactions posted on billing system but not updated by gateway

Service levels and turn-around times for various processes improved significantly due to the newly implemented solution. The average time to ingest one million records was just 50 seconds. Implementation time for new channels was reduced by 80 percent and there was a 75 percent reduction in staff hours on transaction matching, data setup, exception research, etc. In summary, this particular merchant dramatically reduced revenue leakage and improved operational efficiencies.

