



Case Study: Mandates Management

iPSL Capabilities – Account Services, Reconciliations Management

Client Situation

- Client had outdated manual process requiring upgrading
- Minimal basic hardware
- Client was looking to centralise the process as part of their overall internal operations site business strategy

iPSL Engagement

- iPSL worked with the client to populate and update the mandates database
- Population was completed using two techniques:
 - In flight capture – a process that was completed on the DP1800 capturing data for a period of eight weeks
 - Mandate scanning – sent from branches to scan and load the data

Results For Our Clients

- Improved performance SLA reduced from five days down to a day
- Automatic scanning and processing of personal mandates
- Centralised function using hi-tech scanning equipment
- Improved fraud detection on mandates