

Optimizing Supplier Enablement for a leading global bank

Key Challenges



- Manual operational workflows leading to a lengthy supplier onboarding process
- Lack of a unified platform for supplier metrics visibility for banks & clients
- Ineffective marketing campaigns lead to low supplier adoption of modern payment methods
- Low Supplier NPS from lack of transparency, delayed, and inaccurate payments

Business Solution



- > E2E workflow enablement with IncedoPay & Salesforce for faster, transparent onboarding
- > Implemented targeted supplier marketing with ML for prioritization, customized outreach, and expert execution
- > E2E transparency on supplier metrics to boost client NPS for banks and clients
- > Dedicated domain experts to provide supplier support pre & post enrollment for effective query resolution

Business Impact



20% to 80%

increase in ACH adoption

50%

cut in operational costs via global delivery & process automation

80%

reduction in supplier onboarding time



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