

CASE STUDY

Automation of client onboarding for a FinTech payment processor



BACKGROUND

- A fast-growing Dutch based FinTech (\$6.5b valuation) was facing unprecedented growth which was stressing the operational capabilities of the firm.
- The FinTech's systems were spreadsheet based and this was resulting in a lot of manual activities, lack of transparency and inability to monitor KPI's
- The business was struggling to keep up with the ever-increasing client demands and rapid business growth resulting in an urgent need to improve its onboarding, fraud and risk processes to avoid capping business volumes
- Appian was selected as the low-code platform for the solution after a review of available tools and NextWave were selected in a competitive bid to deliver an Appian team to for rapid delivery of a series of low-code solutions with expertise provided from both our Dutch and UK offices

THE CHALLENGE

- The FinTech had no prior experience of Appian and had no in-house expertise
- Business requirements were not fully formed and needed to be stabilised in a series of workshops
- The solutions needed to maximise using Appian's capabilities to get full value and ensure the solution leveraged the 'art of the possible' with Appian
- There was a high degree of urgency to implement the solutions in order to support the continued growth of the business

THE APPROACH

- NextWave provided a team of three senior Appian engineers to work with the FinTech's architecture and business analysis team for implementation of the solutions
- A series of workshops were held to define the business requirements and agree the outline solution leveraging Appian's e-mail integration, automation capabilities and workflow components
- The business outcomes were delivered in a series of rapid Agile two week sprints with feedback and demonstrations to the users and stakeholders in each sprint

THE IMPACT

- Within a 5-month period comprehensive use cases were defined, designed, tested and implemented to support the FinTech's Credit Risk, Fraud and Client On-boarding processes
- The business users were trained in how to use the system and a supporting set of operating procedures and training materials were delivered by the NextWave team
- NextWave also supported the hiring of an internal team ensuring the FinTech had in-house capability to continue the journey independently

Film: [A Digital-First Approach to Customer Lifecycle Management Processes \(appian.com\)](https://www.appian.com/case-study/digital-first-approach-to-customer-lifecycle-management-processes)