



In Manila, Aurionpro helped Union Bank of the Philippines modernize their Payments platform to delight their end users and improve their operational efficiencies

Union Bank of the Philippines

Payment Platform Transformation

Challenge:

- Handle high volume paper-based and electronic payments
- Improve the end user experience of executing payments transactions
- Meet localization requirements
- Meet local regulatory requirements

Solution:

- Implementation of the payPro module of Aurionpro's iCashPro platform
- Configuration of the workflow engine to adhere to UnionBank's existing check writing processes

Results:

- Dramatic efficiencies gained in the handling of large transactional volumes
- Increased time to market for application enhancements
- Decreased complexity of application maintenance
- Improved customer experience

UnionBank is one of the largest banks in the Philippines. Founded in 1981, it is among the industry's best in key performance measures and has been recognized for four consecutive years by The Banker of London as one of the world's 25 soundest banks.

UnionBank enjoys a reputation for being a leader in Cash Management Services, which it successfully fulfills by adopting highly scalable and innovative technologies. UnionBank identified the need to complete a full transformation of their Payments platform in order to more effectively handle the steady increase in transaction volumes, as well as to provide an improved experience to their end users.

After an extensive software selection process, Aurionpro's iCashPro product suite was chosen based on its industry leading web-based front end, as well as its ability to be easily integrated with UnionBank's internal and external systems. The implementation of iCashPro has enabled UnionBank to successfully realize their goal of transforming their payments processes and capabilities. Due to the software's architecture, which is based on standard protocols and technologies, new features can be introduced into the solution in a fraction of the time it previously took with the legacy system. The highly scalable platform has also been able to achieve significant improvements in overall processing efficiencies for the high volume of UnionBank's payments transactions.

For more information, contact:

info@aurionpro.com
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