

Modernising a digital payments experience

A customer-facing operation | Proof point summary

CHALLENGE

A payments journey required modernisation to improve the customer experience while supporting multiple payment methods and operational requirements.

DISCOVERY

Analysed the journey and the rules behind it.

APPROACH

Defined the future-state experience and supporting requirements, with particular focus on customer journeys, payment outcomes, system interactions and operational handling.

DELIVERY

Business requirements, user journeys, functional requirements, API considerations, error scenarios and UAT requirements.

OUTCOME

A clearer digital payments journey with defined requirements for customer-facing and operational processes.

CAPABILITIES APPLIED

Digital Transformation · Payments · Customer Experience · Requirements Engineering · API Analysis