

Seamless High-Volume Collections via Direct Debit for on-us customers

Debit collection within SLA timeframe

99.9%

SLA Compliance Rate for Direct Debit

Turnaround Time: **3X** faster than legacy system

Customer Satisfaction: Significantly improved due to faster debit confirmations

Problem Statement

A leading corporate client required a Direct Debit (DD) collection solution that processed entirely through the bank's Core Banking System (CBS). The goal was to facilitate collections from customers who held accounts with the same bank, thereby reducing external dependencies, accelerating processing timelines, and enhancing reconciliation accuracy and control.

Business Challenge

The primary objective was to execute high-volume debit collections on the same day (T0) without missing SLA (Service Level Agreement) commitments while maintaining end-to-end performance and reliability. The traditional systems were not equipped to handle such scale within expected SLA timelines. The volume, however, created significant system strain, exposing inefficiencies in both core banking and debit processing layers.

Technical Challenges Identified

Bottleneck: Core Banking System Posting

- CBS became a performance bottleneck during peak transaction loads.
- Posting bulk transactions took longer than expected, causing SLA breaches.
- CBS lacked real-time processing efficiency and slow acknowledgment responses.
- Existing CBS infrastructure struggled to support 50 lakh+ peak volume entries

Bottleneck: Direct Debit Processing Application

- The application design was not initially tuned to handle ultra-high volumes.
- Serialization in batch processing slowed overall execution.
- Insufficient queuing and retry mechanisms led to transaction failures under load.
- The application did not offer dynamic load balancing or concurrent execution to keep up with real-time posting to CBS.

Solution by Paycorp

Paycorp delivered a scalable, high-performance Direct Debit Application Architecture specifically designed to address these bottlenecks.



Key Solution Components:





Asynchronous Core Integration: Enables parallel processing without overloading CBS in real-time.



Custom Debit Engine: Built to handle 50 lakh+ debit entries per day with consistent output.



Live Monitoring Tools: Dashboards for SLA tracking, exception management, and real-time health checks.



Architecture Flexibility: Tuned specifically for large-volume, same-day T0 transactions.

Outcome



Core systems remained stable even under peak load. Achieved 99.9% SLA compliance on large-volume processing days. Enabled faster, reliable settlement and posting for client and end customers. System capable of processing 50 lakh+ peak volume