

CASE STUDY



## Wallet capabilities that completely digitalized payments for corporate customers

Tecnotree

**DIWA**

Intelligent Fintech Platform



### ABOUT OUR CLIENT

Our client is a tier one communications company in the Middle East. They boasts a customer base of 2.5 million, spread across B2B and B2C sectors. Their primary offerings target B2C markets. However, the company offers relatively simpler products to B2B clients.



### CHALLENGES

Despite this simplicity, our client routinely encountered issues with their payment workflows. Here are some of the problems with which our client was dealing regularly. Error-filled bill payment systems when serving corporate clients, poor digital payment solutions, and a lack of digital onboarding solutions. Additionally, siloed data created by legacy systems meant employees in customer-facing roles lacked insight into issues. Overall, customer experience was poor and our client faced multiple roadblocks addressing these problems.



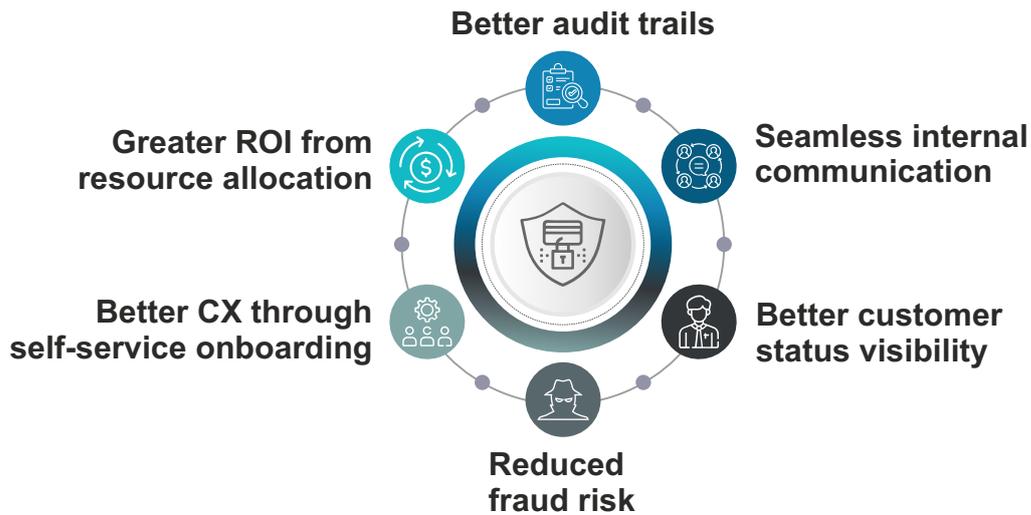
### SOLUTION

The DiWa Intelligent Fintech Platform helps Banks, Financial Institutions digitize B2B and B2C payments. In addition, our platform helps communication service providers offer bundled products to their customers through a partner marketplace. Our platform offers two distinct apps: The Intelligent Wallet SuperApp and The Digital Banking SuperApp. Given our client's unique needs, we upgraded their workflows using our Intelligent Wallet SuperApp. However, we went a step further and upgraded our client to the Merchant Partner Wallet along with the Partner Management Solution.



## RESULT

One of the immediate benefits our client realized was speedy onboarding. In addition, our client could execute multiple onboarding workflows in parallel. Most importantly, our solution enabled greater B2B2X ecosystem, opening the doors for more interaction between B2B merchants and their B2C clients. From an operations perspective, our client realized the following benefits, through full digitization:



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