



CUSTOMER STORY

Global IT Firm Scales the Document Automation Capabilities of Its Payment Platform

By integrating MHC NorthStar CCM, a global IT firm boosted its platform's performance—cutting document creation time by over 90% and enabling rapid compliance across global markets





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A leading IT and business consulting services firm operates globally with over 95,000 professionals and 400 offices in 40 countries. In addition to their services, they offer a line of innovative software solutions to support their clients worldwide. Among these offerings is a Software-as-a-Service (SaaS) **payments solution** that helps **financial institutions** manage their credit, debit, prepaid, and loyalty card transactions efficiently.

The solution's capabilities for creating **key payment-related documents**—such as SWIFT forms, payment confirmations, and regulatory reports—were inefficient and difficult to scale. Recognizing the need for a more advanced solution, the company sought to enhance its platform with best-in-class document automation technology.



The Challenge: Outdated Tools for Document Automation

Before integrating **MHC NorthStar CCM**, the solution's document automation process relied on outdated tools such as Word and RTF files, which were inflexible and inefficient. The company faced several challenges:

- **Inefficiency:** The time it took to generate critical documents, such as SWIFT forms and regulatory reports, was reduced by 20%, impacting operational performance and costs.
- **Limited Scalability:** The system could not meet growing requirements for speed, flexibility, or scalability to support business growth.
- **Manual Processes:** Certain tasks required manual intervention, leading to delays, errors, and a lack of integration across systems.



The Solution: MHC NorthStar CCM Integration

After evaluating multiple options, the company selected MHC NorthStar CCM for its ease of integration, compatibility with Windows, and intuitive, user-friendly interface that allows users to navigate and manage document creation processes without significant training. With built-in template support, clients can effortlessly customize documents to meet their specific needs and regulatory requirements, ensuring both efficiency and compliance.

Impact: Speed and Efficiency

The integration of MHC NorthStar CCM has produced dramatic improvements in the speed and efficiency of document creation:

- **Reduced Processing Times:** Simple SWIFT forms that previously took significant time to create can now be generated in just one second. Even complex 30-page documents are processed in seconds.
- **Faster Template Revisions:** The efficiency of revising document templates improved by 67%, allowing financial institutions to quickly adapt templates for regulatory changes or customer needs.
- **Automation:** MHC NorthStar CCM technology handles complex chains of master templates, sub-documents, and shared tables without compromising speed, further reducing the time spent on document creation and increasing overall operational efficiency.

Impact: Functionality

In addition to improving speed, the flexibility and functionality of MHC NorthStar CCM enables a wide range of customization options:

- **Seamless Customization:** The system supports custom headers, footers, and document layouts (e.g., A4, legal, and landscape formats), ensuring that generated documents meet the branding and formatting requirements of clients.
- **Multi-Language and Unicode Support:** The platform also supports multi-language content and advanced features such as Unicode characters, which is critical for global financial institutions needing to comply with diverse regional regulations and communicate effectively with customers around the world.



Key Benefits

Integrating MHC NorthStar CCM into their payment solution has delivered significant advantages:

- **Speed and Agility:** Financial institutions using the payments solution can quickly generate compliant, high-quality documents at scale, enhancing customer satisfaction and ensuring regulatory compliance.

- **User Adoption:** The user-friendly design of MHC NorthStar CCM enables teams to quickly adopt the new system with minimal disruption, reducing training time and enhancing productivity.
- **Operational Value:** MHC NorthStar CCM has become a crucial component of the payment platform, streamlining document generating and enhancing service delivery.
- **Scalability:** The platform's advanced customization and automation capabilities allow it to handle complex customizations and seamlessly expand to meet the evolving demands of the financial services industry.



Conclusion: Operational and Strategic Value

By integrating MHC NorthStar CCM, this leading IT and business consulting services firm has transformed its payment platform's document automation capabilities, significantly improving efficiency, functionality, and customization. Clients can now generate key documents with ease, enhancing operational performance and ensuring regulatory compliance. With the payment solution's enhanced document automation capabilities, the company is also well-positioned to meet the evolving payment needs of financial institutions worldwide.

Take the Next Step Toward Revolutionizing Your Payment Document Automation

Ready to cut document creation time by over 90%, scale your operations, and ensure rapid compliance across global markets?

Contact us today to schedule a personalized demo of MHC NorthStar CCM
See how our platform can enhance your operational efficiency, simplify compliance, and support your institution's growth.

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