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APPMARKET ACCELERATOR
AWARD 2019

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Services, Redefined.

Hyperautomation Services #PoweredByPassionatePeople



Card Dispute Management System (CDMS)



Powered by **appian**

Enterprise Challenges and Business Impact

Dispute resolution impacts all the major participants in the payments industry, like credit card issuers, merchants, and consumers.

Without a dedicated card dispute management system, banks can suffer from:

- Delayed dispute resolution
- Increased workload
- Unchecked Chargebacks

Chargeback
increases by

40%
every 2 years

Chargeback processing cycle
needs to be managed
effectively on time.

Digital transactions
grow at approximately

6.8%
per year

Increased likelihood
of friendly frauds
and disputes.

Amount spent on
disputes processing

\$3 Billion
Approximately

Disputes and
chargeback processing is
a labor-intensive process.

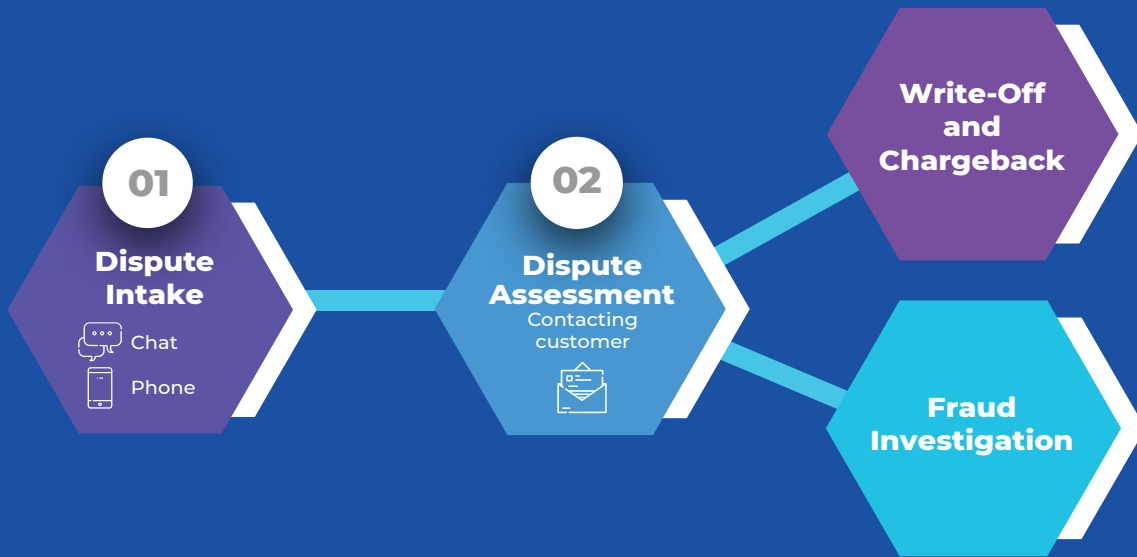
Source: Mckinsey, MiDiGATOR

Why do you need Vuram's Card Dispute Management System?

Vuram's Card Dispute Management System is responsible for handling the end to end dispute cycle management, including:

- Write-offs
- Representations
- Chargebacks
- Quicker card settlements

How Vuram's CDMS Works?



Key Features



MULTICHANNEL DISPUTE INTAKE

Log disputes via inbound phone call, chat or direct visit to branch

Speedy dispute intake



INTEGRATION

Integrate with the transaction system or accounting system in banks

Seamless integration with existing system



DISPUTE ASSESSMENT

Direct write off, chargeback, fraud investigation, and communication with card holders

Faster Dispute resolution



CHARGEBACK

Chargeback process involves, representation, pre-arbitration, arbitration to resolution

Chargebacks made easy



ACTIVITY LOGS

Capture and audit every action or communication on dispute to ensure quality control

Traceability & Visibility



REPORTS

Prebuilt reports on total volume of settlements and performance of dispute officers

Easy monitoring & performance management

Business Impact of Vuram's CDMS

Lower expenses & overhead costs by

20%

Intelligent, rules-driven workflow with effective dispute assessment ensures faster cycle times for disputes

Increase productivity by

50%

The intuitive and easy-to-use interface offers "one-click" access for staff members improving the adjuster experience

Improved visibility

**360°
View**

A central repository for all people and organizations involved provides for improved customer service and vendor management

Source: Mckinsey

For more information or to schedule a demo, write to ask@vuram.com

ABOUT APPIAN

Appian provides a low-code automation development platform that accelerates the creation of high-impact business applications. Combining people, technologies, and data in a single workflow, Appian can help companies maximize their resources and improve business results. Many of the world's largest organizations use Appian applications to improve customer experience, achieve operational excellence, and simplify global risk management and compliance



ABOUT VURAM

Vuram is a hyperautomation services company that specializes in low-code enterprise automation. Since its inception in 2011, Vuram has been maintaining 100% customer success and 100% customer references. Powered by 800+ passionate people, Vuram—an HFS hot vendor (Q3 2020)—has served 135+ happy enterprise customers and has successfully built 1000+ applications. In 2021, Vuram ranked among the 100 Best Companies to Work For in India certified by Great Place to Work® institute. Vuram's hyperautomation technology stack encompasses business process management (BPM), robotic process automation (RPA), optical character recognition (OCR), document processing, and analytics.



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