Hyperautomation Services
#PoweredByPassionatePeople

Card Dispute Management System (CDMS)
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?

01 Dispute Intake
- Chat
- Phone
- Log disputes via inbound phone call, chat or direct visit to branch
- Speedy dispute intake

02 Dispute Assessment
- Contacting customer
- Faster Dispute resolution

Write-Off and Chargeback

Fraud Investigation

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, representment, 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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