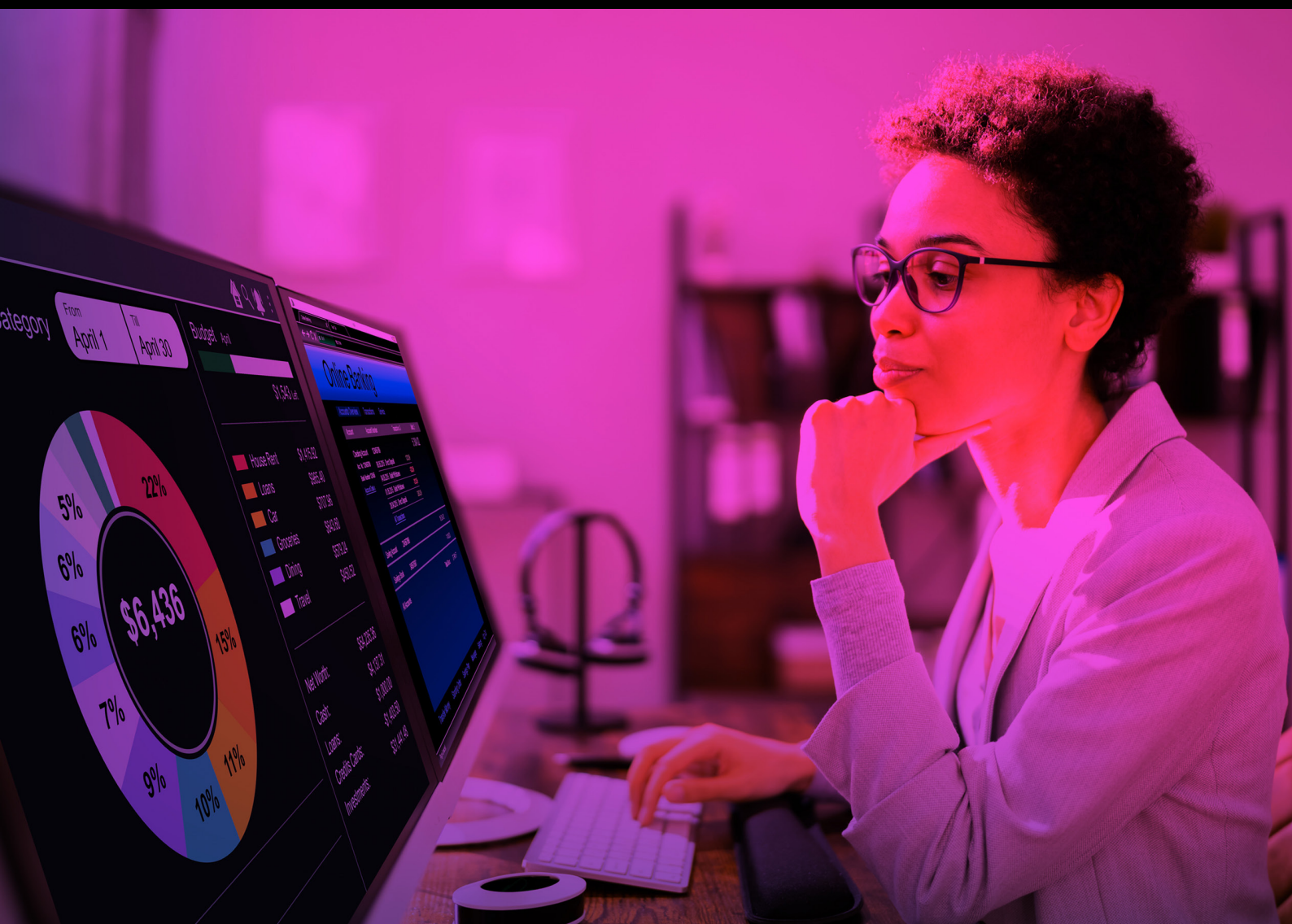


# TCS Rover Cognitive Chargeback Solution

TCS BFSI Cognitive Business Operations



The rapid adoption of artificial intelligence, machine learning, natural language processing, and robotic process automation-based solutions has revolutionized the payments industry. However, retail banking and payment systems still face challenges due to their existing legacy systems. A cognitive tool that leverages the capabilities of automation and analytics can help enterprises make judgments and simplify the processing of cases using AI rule-based engines.

TCS Rover Cognitive Chargeback Solution processes cases based on straight-through processing (STP) using a simple workflow and AI rule-based engine whose capacity is maximized through its cognitive capabilities. The custom-built solution caters to a variety of technology stacks ranging from Python to .Net. The solution fetches and feeds data, auto allocates cases, manages data, tracks cases, and generates customizable reports. It also simplifies over 90% of cases by processing them through the STP mode.

## Overview

The chargeback process across banking and financial institutions is mostly manual, leading to longer processing time and making it prone to errors. The absence of a workflow with a single screen interface and case tracker makes it difficult for banks to fetch customer case information from multiple screens, and efficiently track the case. The high complexity of the involved processes also requires decisioning methods to ease out the routing task and the STPs. With customers being able to raise disputes through multiple channels, including mobile apps, telephone, emails, and snail-mail letters, chargebacks are eating into the net profits. The high investment cost for enterprise transformation also prevents card issuers and merchant acquirers from delivering a seamless online and point of sale experience to their customers.

TCS Rover Cognitive Chargeback Solution covers the end-to-end process of a payment card chargeback from capture to the resolution of the case. Coupled with business insights and analytics, the 360-degree complete chargeback life cycle and integrated workflow management solution uses the Machine First™ delivery model to give the machine the first right of rejection, leaving the more complex cases for manual intervention.

# Our solution

TCS Rover Cognitive Chargeback Solution provides the following key features:

- **Intent identifier:** Identify the intent of a dispute within the correspondence received by your financial institute through either PDF or image through technologies such as ICR-OCR, NLP, and NLU by detecting keywords and processes without any human intervention.
- **Customizable dashboards:** Enable customizable dashboards for users based on their profiles, thereby simplifying the process of generating reports and identifying trends at a click of a button.
- **AI rule engine:** Leverage an AI rule-based engine for an error-free auto-processing of cases leading to straight-through processing without any manual intervention.
- **Automation:** Automate all manual activities, including allocation of cases, fetching of transaction details using APIs, reconciliation, case tracking, and real-time notifications to customers.

## Benefits

The solution provides the following benefits:



**Cost optimization:** TCS Rover Cognitive Chargeback Solution simplifies the process through its innovative AI rule-based engine and automation and helps in reducing its existing operational cost by up to 50%, translating to 30-60% FTE saves depending on the way they are being processed.



**Improved investigator productivity:** Improve the productivity of investigators by up to 50% by automating clerical activities such as spreadsheet update, case tracking, entry posting, and case action.



**Ensured security:** Prioritize and assign the cases based on regulatory and association timeframe requirements using inbuilt intelligence to ensure absolutely no security breaches.



**Removal of manual errors:** Remove manual errors in case tracking and enable timely action on cases by automating the entire workflow management and case management processes.



# Why TCS

A partnership with TCS can help you gain the following benefits:



**Domain knowledge:** Specialized in chargeback and disputes rules and reason codes, TCS brings in more than 25 years of domain contextual expertise and experience to build customized payment systems for your enterprise. A separate center of excellence for chargebacks for sustained banking engagements with mid-sized, large, and global banks across geographies has also placed TCS in a unique position to efficiently manage your entire chargeback lifecycle.



**IT-BPS synergy:** Our market leadership in providing BPS and IT services brings domain experts, business analysts, and consultants across operations and IT on the same platform. Our tech and innovation team consists of design thinkers, automation champions, IT software engineers, and contextual masters who are dedicated to transforming your business processes. Our team studies the process, interacts with the stakeholders, and submits the end thought to the product owners for a quicker IT-enabled solution delivery.



**Intellectual capital:** Our certified subject matter experts study your current business ecosystem and process complex exceptions across domains to deliver strategic solutions through value-adding services and fulfill the varied requirements of our BFSI customers. Our in-house automation experts, Optima Lab, further enable faster execution of development and ensure timely maintenance.



# Awards and accolades



## Contact

For more information on TCS' Banking, Financial Services, and Insurance (BFSI) unit, visit <https://www.tcs.com/banking-financial-services> and <https://www.tcs.com/insurance>

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## About Tata Consultancy Services Ltd (TCS)

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