

CASE STUDY

Tech Mahindra Modernizes a Leading Public Sector Bank's Cash Management Services with Over 8 Million Daily Transactions Using CMS

Overview

The client, a leading public sector financial institution, faced significant challenges due to decentralized cash management systems and reliance on third-party vendors, resulting in limited real-time visibility, slower time to market, minimal automation, and strained legacy systems. To address these challenges, Tech Mahindra designed and deployed a bespoke Cash Management System (CMS) to modernize the cash and treasury services under commercial banking. The CMS platform supported over 8 million daily transactions, enabling high-volume disbursements and collections across government, corporate, and SME clients. The transformation delivered automation, real-time visibility, and enhanced operational control, accelerating turnaround times, minimizing risk, and improving service delivery.

Client Background and Challenge

The client, a leading public sector financial institution in India, operates over 22,000 branches and serves more than 500 million customers. They manage institutional cash flows for government bodies, corporations, and small and medium-sized enterprises (SMEs). Given their scale and responsibilities, the client faced significant challenges:

1. Operating with decentralized cash management systems resulted in limited central oversight and delayed transaction execution.
2. Rapidly growing transaction volumes strained the client's legacy infrastructure.
3. Limited real-time visibility into cash positions and liquidity.
4. Low levels of automation across treasury functions impacted operational agility.
5. The fragmented setup reduced the business's flexibility to adapt to evolving business needs.
6. Dependency on external vendors slowed down system enhancements and increased time to market.

Our Approach and Solution

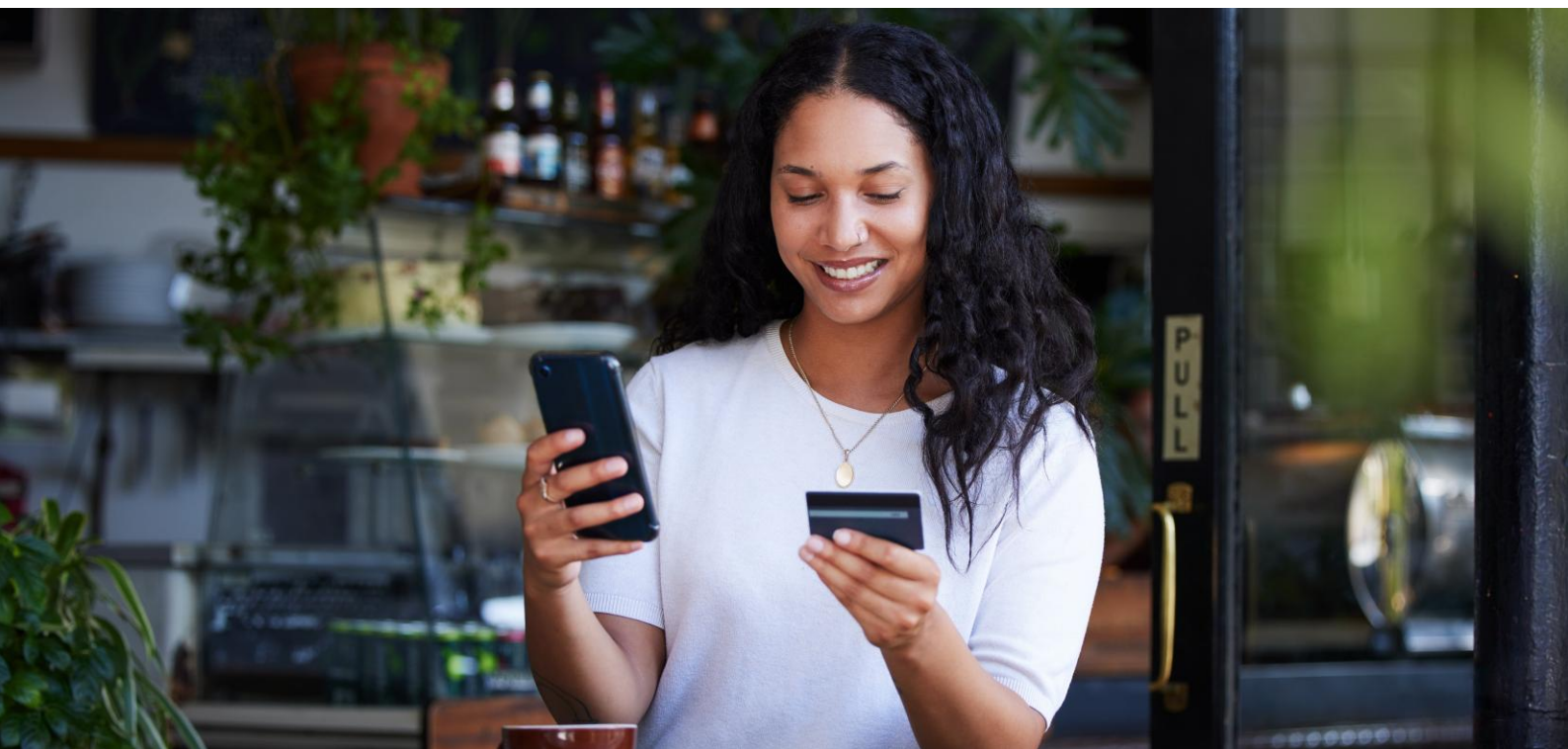
Tech Mahindra designed and developed a customized Cash Management System (CMS), purpose-built to meet the client's complex institutional banking and treasury requirements. The platform was initially deployed on-premises and is currently being migrated to a private cloud environment to enhance scalability and ensure regulatory alignment.

1. **Receivables Automation:** Enabled eCollections and cheque-based collections to automate receivables and streamline reconciliation processes.
2. **Payables Streamlining:** Supported bulk uploads and real-time processing for vendor payments, salaries, subsidies, and taxes.
3. **Liquidity Optimization:** Deployed tools for idle fund tracking and implemented sweep-in/sweep-out mechanisms for short-term investment management.
4. **Real-time Reporting and Analytics:** Delivered MIS dashboards and customized reports to enable liquidity forecasting and transaction monitoring.
5. **Integrated Support Ecosystem:** Included L1–L3 helpdesk, infrastructure management, and CRM-integrated support workflows to ensure seamless operations.
6. **Monitoring, Testing & DevSecOps:** Embedded telemetry, observability, and test automation to support proactive issue detection and continuous delivery.
7. **New Capabilities:** The successful implementation of the CMS platform enabled the rapid rollout of client-facing services, including virtual accounts, mobile-based agency pickup services, NACH e-Mandates, and dividend warrant processing.

Business and Community Impact

The transformation delivered significant improvements in performance, scalability, and service delivery:

1. **High Platform Availability and Resilience:** Achieved **>99.9% uptime** with a disaster recovery switchover time of under 10 minutes and over 50% reduction in MTTR through proactive monitoring and automated failover.
2. **Scalable Operations:** The platform now processes over **8 million transactions daily**, with **20% faster** testing cycles enabled by QA automation, supporting rapid feature rollouts.
3. **Smarter Decision-Making:** Real-time dashboards and liquidity insights have enhanced visibility, enabling data-driven decision-making in treasury management.
4. **Improved Client Experience:** Enhanced cash flow visibility and automation have improved the experience for corporates, SMEs, and government clients across federal and state levels.
5. **Operational Risk Reduction:** Built-in observability and secure DevSecOps pipelines have strengthened compliance and reduced risk.
6. **Positive Client Feedback:** The platform achieved a **CSAT score of 5** and continues to evolve, with support for UPI, Aadhaar validation, and income tax integrations, thereby contributing to broader financial inclusion and digital governance efforts.



About Tech Mahindra

Tech Mahindra (NSE: TECHM) offers technology consulting and digital solutions to global enterprises across industries, enabling transformative scale at unparalleled speed. With 150,000+ professionals across 90+ countries helping 1100+ clients, TechM provides a full spectrum of services, including consulting, information technology, enterprise applications, business process services, engineering services, network services, customer experience & design, AI & analytics, and cloud & infrastructure services. It is the first Indian company in the world to have been awarded the Sustainable Markets Initiative's Terra Carta Seal, in recognition of actively leading the charge to create a climate and nature-positive future. Tech Mahindra is part of the Mahindra Group, founded in 1945, one of the largest and most admired multinational federation of companies. For more information on how TechM can partner with you to meet your scale at speed™ imperatives, please visit <https://www.techmahindra.com/>.

TECH
mahindra



www.techmahindra.com

top.marketing@techmahindra.com

Copyright © Tech Mahindra Ltd 2024. All Rights Reserved.

Disclaimer: Brand names, logos, taglines, service marks, tradenames and trademarks used herein remain the property of their respective owners. Any unauthorized use or distribution of this content is strictly prohibited. The information in this document is provided on “as is” basis and Tech Mahindra Ltd. makes no representations or warranties, express or implied, as to the accuracy, completeness or reliability of the information provided in this document. This document is for general informational purposes only and is not intended to be a substitute for detailed research or professional advice and does not constitute an offer, solicitation, or recommendation to buy or sell any product, service or solution. Tech Mahindra Ltd. shall not be responsible for any loss whatsoever sustained by any person or entity by reason of access to, use of or reliance on, this material. Information in this document is subject to change without notice.