vyntra

TRANSACTION OBSERVABILITY

How a Tier 1 Global Bank Achieved End-to-End Payment Flow Tracing

The Payment Flow Observability Gap

The Challenge

Limited Visibility, Reactive Response

A Tier-1 global bank struggled with fragmented visibility across its payment operations. The lack of a unified, real-time view of transaction flows led to:

- **No single window to monitor end-to-end payments**
- **Limited insight across business lines**
- **IT-led monitoring without business context**
- **Delayed, reactive incident handling**
- **Manual, time-consuming reporting**

The Result:

Incidents required investigation across multiple systems and teams, delaying resolution.

Issues were detected too late, frustrating customers.

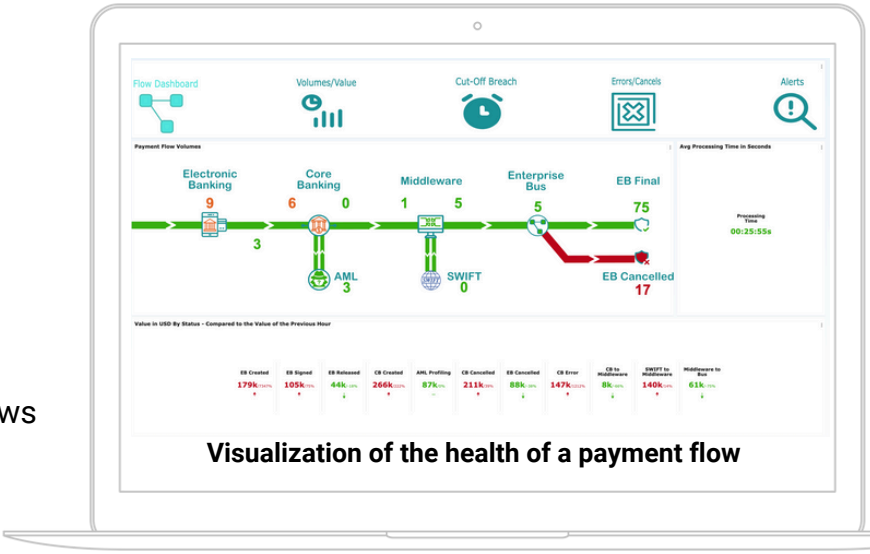
Fragmented monitoring increased operational and regulatory risk.

From Reactive to Proactive Payment Tracking

The Solution

Vyntra Business Activity Monitoring Delivered:

- A single, real-time view of payment flows
- Faster issue detection
- Clearer impact analysis and proactive operations



Visualization of the health of a payment flow

What Vyntra Delivered:

- **Lifecycle view across systems**
- **360° Transaction View**
- **Detailed Audit Trails**
- **Drill down to root cause**
- **Value-at-Risk visibility**
- **Auto alerts with dynamic thresholds**

Benefits

Real-Time Transaction Insight for Resilient Operations

Thanks to Vyntra's observability solution, the bank achieved:

- **95%** Faster response rate for complex investigations
- **90%** Faster customer responses
- **50%** Fewer 'where is my payment' calls
- **25%** Profit growth potential (ref Bain & Co)
- **15%** Client retention from better experience

- Protect reputation and improve client experience
- Reduce MTTD (Mean Time to Detect) & MTTR (Mean Time to Resolve)
- Reduce churn
- Enhance operational resilience

How Vyntra is Used Today

Use Cases Solving Operational and Regulatory Challenges

- Automated KYT passport checks
- Instant insights by cut-off times
- Impact analysis of outages by correspondent
- Incident reporting for regulators

Vyntra gives Tier-1 banks the visibility they need to reduce operational risks, protect SLAs and improve customer trust, in real-time.

45m+
Events monitored daily

32
Systems Connected

70
Flows tracked end-to-end

1000
Users across operations, business and client teams

Learn more about **Transaction Observability** or contact us at **communications@vyntra.com**