

# Client Success Story

## Optimizing Transaction Processing through Capacity Planning

### Challenge

The OCC issued an MRIA to a National Payments Provider due to capacity challenges limiting transaction processing volumes for its large bank clients. A professional services partner was required to assess the OCC identified shortcomings and recommend resolutions, specifically:

- Assess the current state environment
- Remove non-performing assets without increasing the risk position
- Avoid revenue loss to the bank

### Solutions and Results

Leveraging Tactegra's process recovery approach, the team identified gaps to be closed and steps in the process to be redesigned or reinforced. Key to updating the process was the design and inclusion of a new capacity planning function to monitor and consume volume forecasts from internal and external stakeholders as well as a new forecasting calculation to ensure enough bandwidth to cover business continuity requirements and meet or exceed client service level agreements.

#### Productivity Gains and Savings

- OCC review removed objections
- MRIA cleared
- No fines levied

#### Improved Process Environment:

Established change control process to absorb potential capacity impacting events into business continuity planning to ensure no interruptions or delays in client transaction processing.

