



Transforming Merchant Onboarding with End-to-End Digital Automation

Industry
Payments/FinTech



Client Profile

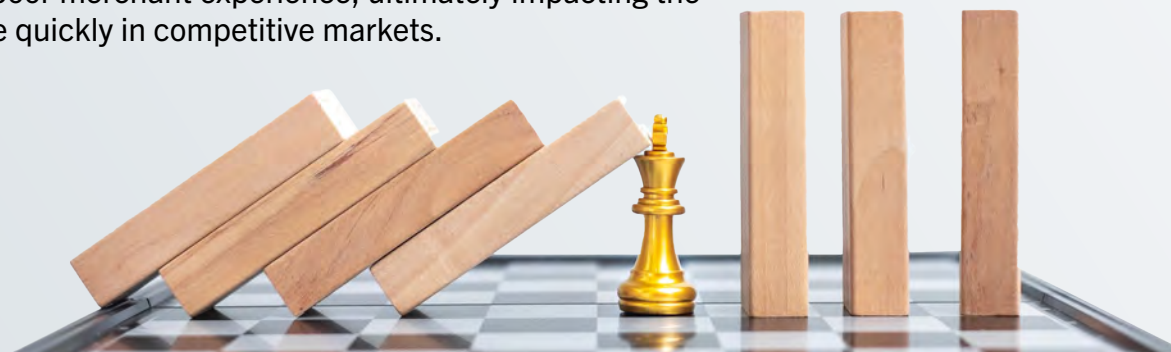
A global leader in the digital payments ecosystem, facilitating over **\$152** billion in annual transaction volume. Operating across multiple continents, the company supports **260+** payment types in **48** currencies, powering digital wallet, prepaid, cash, and card-based transactions across online, mobile, and in-person commerce channels. Their expansive reach required a scalable and streamlined onboarding experience to match the speed of global business.

The Challenge

Despite their cutting-edge payment capabilities, the client's merchant onboarding process was heavily manual and fragmented, involving:

- Paper forms and email-based communication
- Offline verifications and lengthy approval cycles
- Lack of integration across internal systems and teams

These inefficiencies led to turnaround times of up to two weeks, elevated operational costs, and a poor merchant experience, ultimately impacting the company's ability to scale quickly in competitive markets.



The Solution

Milestone partnered with the client to redesign and digitize the entire merchant onboarding journey, replacing manual workflows with a seamless, automated system.



Key Features Delivered:

- Salesforce Integration for pre-filled application data, reducing manual input
- Embedded e-KYC and e-Signature workflows, ensuring regulatory compliance and convenience
- Dynamic decisioning engine to automate approvals, track status in real-time, and streamline internal handoffs

This solution offered a centralized and responsive onboarding system, designed for both speed and scalability.



The Impact

The digital transformation of merchant onboarding resulted in immediate and measurable benefits:

- Onboarding time reduced from 2 weeks to just a few minutes
- 3x increase in application volume processed without expanding the workforce
- Improved SLA adherence, driven by faster, automated approvals
- 70% reduction in operational costs through end-to-end automation

By eliminating friction, the client enhanced merchant satisfaction, accelerated go-to-market readiness, and unlocked new growth potential.

Tech that Powered

Primary



Secondary



Why Partner with Milestone?

Milestone Technologies has been transforming enterprise infrastructure and applications **since 1997**. With over **25 years** of experience, Milestone is a trusted global IT services partner delivering automation-enabled, cloud-first solutions that drive digital transformation across complex environments.

- Proven success in process reengineering and digital automation
- Strong capabilities in platform integration and API-driven design
- Experience delivering secure, scalable infrastructure across multi-cloud environments
- Domain knowledge that ensures compliance, performance, and business alignment