

Stop losing millions in payment failures and repairs: *The case for Intelligent Routing*

Banks today face increasing payments complexity — fragmented systems, new rails, operational bottlenecks, and relentless customer demands. Behind the scenes, outdated processes, complexity, and manual workarounds make every payment routing decision a potential risk. Each failed or delayed payment not only drives up costs but also erodes customer trust.



\$12 is the global average fee per failed or repaired payment¹

The hidden cost of complexity

Legacy systems lack routing intelligence meaning banks struggle with siloed operations, leading to missed cutoffs, payment failures or delays, surprise fees, and poor service experience for both business and retail customers.



Pain-points in the payments system cost the industry around

\$2 billion

each year²



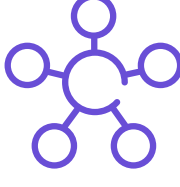
Affect more than

700 million transactions annually²

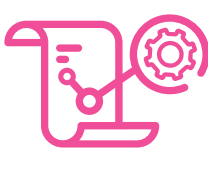
Banks and financial institutions facing complex, high-stakes payment operations, especially those that



Operate across multiple regions, rails, and platforms



Need centralized, reusable payment components



Want to reduce duplication and operational overhead



Require agility to adapt to new regulations and schemes



Aim to launch new offerings faster, without complex channel changes



Support complex correspondent banking relationships with ability to override static routing



Seek to modernize payments incrementally



Supplement their existing payments infrastructure

Need Intelligent Routing capabilities that brings real-time clarity, automates routing decisions for every payment, and adapts instantly to market shifts. Intelligent Routing is no longer a luxury — it's essential for banks to stay competitive and deliver on the promise of modern payments experience.

Finastra Intelligent Routing – Unlock predictable payments delivery experience

Finastra's Intelligent Routing is a cloud-native, microservices-based, composable solution that provides a standalone capability to determine the most appropriate method of payment (aka payment route) for payments, including deciding complex correspondent banking route, across the entire processing chain within a bank.

It works across all payment types including — high-value, ACH, book transfers, instant, and cross-border — ensuring faster, cost-effective, and compliant processing. Also, the solution can handle incoming, outgoing, and onward payment route identification. In addition to being available standalone, our Intelligent Routing solution is built into Global PAYplus, for customers requiring the additional benefits of a multi-rail, configurable enterprise payments hub.

The solution leverages Global PAYplus's best-of-the-breed business rules engine and allows banks to further improvise best route decisioning based on historical data points around settlement turnaround times, and also on:



Cost and speed



Currency and value date



Reachability of clearing schemes



Compliance with scheme standards and regulatory guidelines

Using APIs, the solution enables banks and corporates to validate MOP clearing rules and payment party attributes, check clearing memberships, compute complex payment dates attributes and dynamically determine routes that leverage correspondent banking chains, making the solution adaptable across embedded banking channels, order management systems, and traditional payment engines.

Business benefits

Build customer trust, loyalty, and unlock new revenue streams

Decouple routing logic from customer channels

Minimize payment failures and offer precise settlement capabilities

Enable safe, incremental modernization with intelligent traffic segmentation

Reduce operational complexity and risk

Future-proof your payments architecture with scalability

Increase automation leading to higher STP rates

Finastra Intelligent Routing



Finastra Global PAYPlus



References

1. Lexis Nexis Risk Solutions, [True Impact of Failed Payments Report](#)
2. Swift - Payment pre-validation (HSBC, [Navigating the AI Wave: Innovations in Commercial Payments](#))

Finastra unlocks innovation across the world of financial services, through our trusted software and open platform. To find out more, visit [finastra.com](#)