



NatWest

Banking case study

Tyl by NatWest launches and scales payments innovations fast

Cognizant's fintech expertise, flex capacity, delivery model and proactive consultancy help NatWest's payment technologies arm achieve rapid, award-winning growth.



The challenge

High-street banks aren't always thought of as powerhouses of digital innovation. But at Tyl by NatWest, the bank's payment technologies arm, a startup mindset and a community focus have produced a raft of innovative solutions designed to make life easier for the UK's small business owners.

Tyl by NatWest launched with just a 10-person team, but was soon experiencing high demand for its simple, frictionless services that allow business owners to take card payments on the web, on a handheld terminal or on a smartphone and receive the cash in their accounts the next business day.

While the experience is simple for Tyl by NatWest's customers, behind the scenes the bank faced some classic fintech challenges, like ensuring smooth onboarding, launching new products and integrations at speed, maximizing the value of customer data and scaling cloud infrastructure.

Surging transaction volumes require digital engineering expertise

With transaction volumes escalating to two million per week, Tyl by NatWest needed expert, on-demand help across all aspects of its digital and data engineering activities—from designing new products to integrating with third-party payments services and streamlining its merchant acquisition processes.

At a glance

Industry
Banking

Location
United Kingdom

Challenge
Support rapid product innovation and customer growth by partnering with an IT services provider with market-leading fintech and payments expertise

- Success Highlights**
- Scaled payments infrastructure to support two million transactions per week
 - Launched innovative payments products cost-effectively and on time
 - Optimized costs by transitioning to a 70% offshore model for digital engineering

The approach

Tyl by NatWest chose to work with Cognizant for our fintech experience and hard-to-find expertise in emerging technologies, as well as for our flex capacity and ability to support Tyl cost-effectively from our offshore delivery center in India using an agile distributed delivery model.

Our engineering expertise and fintech ecosystem partnerships allow us to seamlessly support Tyl on the co-creation, engineering, rollout, support and maintenance of a wide range of technology products and features, including:

Digital onboarding journey: Working with Tyl and its partners to deliver a new digital onboarding experience behind the scenes allows merchants to apply for products and services via the Tyl website.

Onboarding acceleration: Working with a Tyl partner to deliver rules enhancements allows NatWest Group Middle Office to review and approve applications faster—critical for time-poor small and medium sized companies (SMEs).

Mobile integration: Working with Tyl and NatWest to integrate the NatWest Business Banking mobile app with customers' Tyl accounts and with PayByLink, which enables SME customers to take payment with a simple web link.

Split billing: Working with Tyl partners to develop a solution that enables merchants to split payments between “billing” and “funding” and specify a separate bank account for each. This helps SMEs to reduce administration and concentrate on running their business.

Soft POS/tap to pay: Working with Tyl partners on a transformative, first-to-market solution that allows small businesses to take contactless payments on an Apple iPhone or Android phone.

Open Banking: Working with Tyl and NatWest's Payit business to enable SME customers to accept payments directly from their customers' bank accounts. This helps SME customers save money on fees and reduces the risk of fraud.

Collaborating to innovate and grow

Throughout our partnership we have worked closely with Tyl and its partners to propose suitable ways of working and technology solutions to optimize service design and delivery.

The partnership also has given Tyl by NatWest and its parent NatWest Group “single front door” access to further value-added Cognizant services, including:

Collaboration: Our relationship confers access to collaboration space and expert workshop and hackathon facilitators at our state-of-the-art London Collaboration Hub at 280 Bishopsgate

Transformation: Support from across our transformation capability leverages deep payments and fintech expertise from Cognizant consulting; explores new ways of working with our digital experience arm, Zone; and ensures the team benefited from leading-edge engineering practices through our cloud transformation arm, Contino

Innovation: Our fintech experience and payments expertise, which have helped Tyl to further innovate its soft POS solution, paves the way for a world where a phone and access to the internet may be the only payment technologies some small businesses need.

Business outcomes

Tyl by NatWest has its sights set on further rapid growth, with a target of 200,000 merchant acquisitions. By partnering with Cognizant to support its digital, data and payments innovation initiatives, Tyl by NatWest has gained the expert, flexible engineering resource it needs to meet its growth ambitions.

Achieving key IT, business and ESG milestones

Working with Cognizant, Tyl by NatWest has accomplished key IT, business and environmental, social and governance (ESG) milestones:

- Scaled its technology infrastructure to handle more than two million transactions per week
- Successfully transitioned to a 70% offshore engineering capability, optimizing IT costs
- Won Best Payments Industry Newcomer at the Card and Payments Awards within two years of launching
- Launched the Tyl Rewards customer engagement platform to help customers secure the loyalty of their own customers
- Raised over £740,000 for local communities through its Giveback Community Fund
- Reduced electronic waste by developing a soft POS alternative to handheld card terminals

A payments innovator that helps communities thrive

Tyl by NatWest launched with a vision to support local communities and make life easier for small businesses. By working with Cognizant as its digital engineering partner, the bank has been able to realize its vision, developing innovative, robust payments solutions and programs that remove friction for business owners and contribute to a sustainable future for businesses and communities.

“ It’s always a pleasure collaborating with the Cognizant team. Their professionalism, dedication and expertise were evident from the very beginning and it was evident that they were fully committed and understood the assignment.

Communication was seamless; their responsiveness to feedback and willingness to adapt demonstrated a commendable level of adaptability and open-mindedness given our steer and sense of direction. The synergy between our teams was palpable and it truly felt like a unified effort towards a final verdict whilst we answered ad hoc questions regularly to enrich the research Cognizant was conducting.

Cognizant’s contributions brought fresh perspectives and ideas to the table, significantly enhancing the potential of the product’s future quality. I’m grateful that we have the resource capability to work with such a proactive and collaborative group, not just on this project but alongside some other Cognizant colleagues we have in-house today.

I look forward to future collaborations with them. ”

Hugo Santos—Digital Product Owner at Tyl by NatWest

About Tyl by NatWest

Tyl by NatWest is an innovative approach to merchant acquiring, designed to make it easier for owners of small and medium sized companies to run their business. For more information visit <https://www.tylbynatwest.com/>



Cognizant (Nasdaq-100: CTSI) engineers modern businesses. We help our clients modernize technology, reimagine processes and transform experiences so they can stay ahead in our fast-changing world. Together, we’re improving everyday life. See how at www.cognizant.com or [@Cognizant](https://twitter.com/Cognizant).

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