

Automate your workflows with AI

Information at the tip of your fingertips with ImPAI's AI assistant

Most industries have equipped their systems with AI chatbots meant for support, but they remain limited in their ability to help, usually resulting in preference of professional human interaction. Not just in communication with customers, but among teams as well- the payments industry is facing **increasingly growing operational and labor costs, expectations, and pressure for back-office teams**. Manual tasks—such as investigating customer complaints, handling refunds and chargebacks, or coordinating onboarding and training—consume significant time and resources. These issues can snowball and quickly scale into a substantial workload, resulting in a need for higher staffing to ensure standard quality service, customer experience, and retention. **These training costs, slower workflows, and greater operational risks, not only keep banks in a loop of settling for systems and processes that are not keeping pace with the future of payments and expectations of industry professionals but also limit the ability of back-office teams to focus on higher-value work.**

Turn operational challenges...



Low customer satisfaction



High training costs



Backlog of manual tasks



High operational cost and risk

But you don't have to settle for rising costs and inefficiencies. AI can act as a true co-pilot for back-office professionals—supporting them in everyday tasks while turning operational challenges into opportunities. **ImPAI's built-in AI assistant, MaxMe, is exactly that support.** It aids in reducing time spent on onboarding, manual repetitive tasks, and brings industry knowledge closer to the user. By putting expertise, search, and guidance directly into the hands of every employee, MaxMe improves efficiency, and ensures your teams meet KPIs from day one.

... into opportunities



Effortless Transaction Search

Quickly locate transactions by amount, BIC, or account name. Recall payments or generate summary reports—all within chat.



File upload and payments processing

Upload payment files and transition them into a 4-eyes approval workflow for seamless processing.



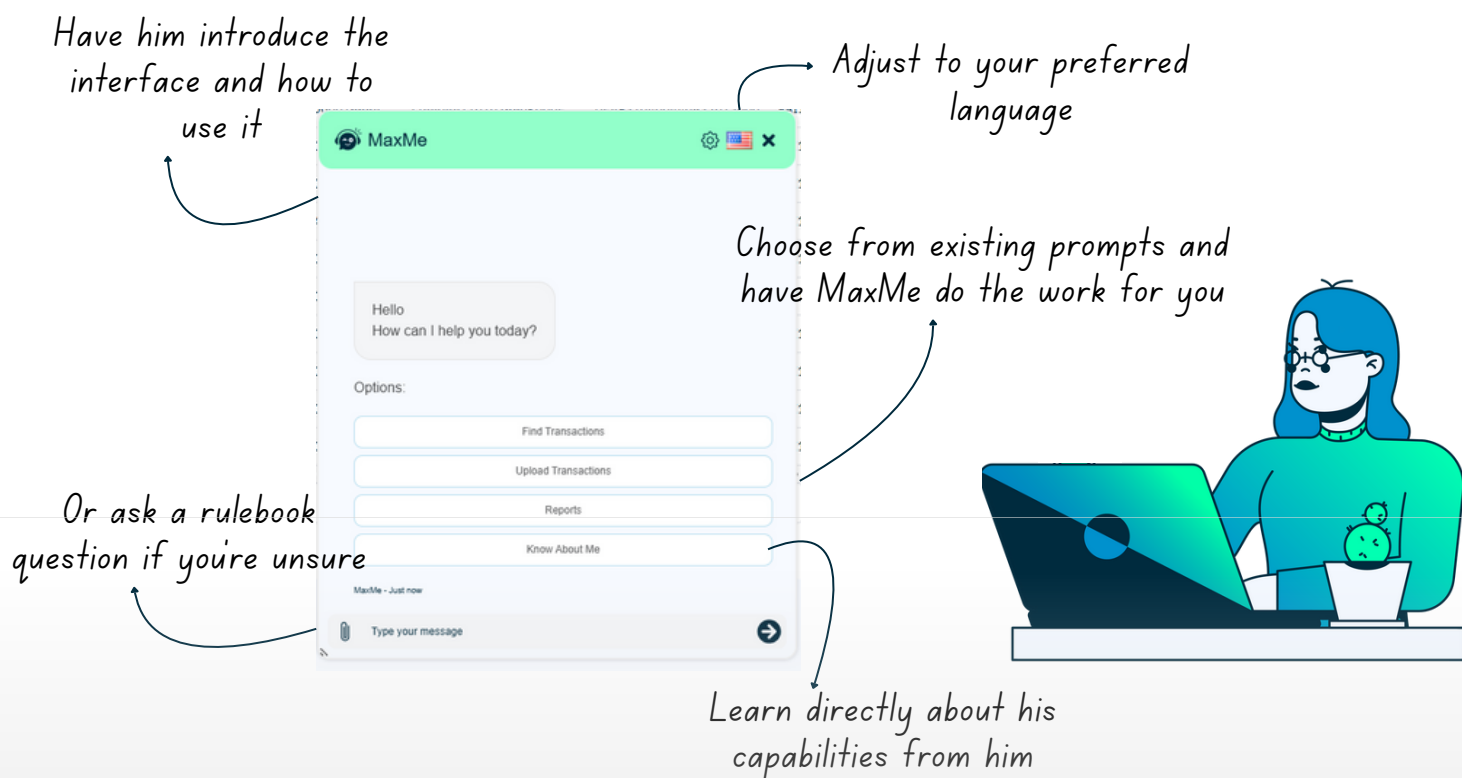
Built-in payments knowledge base

Customizable knowledge base for instant answers on payment processes, boosting productivity and onboarding speed.



Multilingual support

Use the platform in over 60 languages for faster employee adaptation and smoother global operations.



Measurable Impact

40-60% reduction in onboarding time

65% faster issue resolution through instant answers

Reduced operational errors through consistent guidance

Increased productivity by 30% by freeing teams from repetitive search and navigation

MaxMe is more than an assistant — it's your team's digital coach. It accelerates onboarding, keeps operations aligned with evolving regulations, and ensures your teams consistently hit their KPIs.



Who We Are

Im-Par (www.im-par.com) is a Frankfurt-based fintech company delivering an AI-powered payments platform that helps banks simplify operations, reduce costs, and accelerate transformation. Its flagship platform, ImPAI, is a modular, cloud-native payments hub supporting real-time processing across SEPA, SWIFT, SIC, and domestic schemes, with seamless API connectivity to internal systems and external partners. ImPAI also features a built-in AI assistant that automates manual tasks, speeds up workflows, and streamlines onboarding. **We are your connection to the future of payments.**

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Im-Par
YOUR SUCCESS IS OUR VALUE