



As a leading provider of corporate foreign exchange (FX) and global payment solutions, we focus on understanding our clients' business to tailor our products and services to best manage their currency needs. The following case study illustrates how Monex USA was able to help a client secure better market value using FX tools and services.



### Scenario

A global non-profit operates in over 25 countries, managing thousands of payments annually to local partners, field staff, and vendors across diverse currencies. It also receives donations in multiple currencies, mainly from North America and Europe. With a mission focused on humanitarian aid and sustainable development, the organization depends on efficient financial operations to ensure timely fund disbursement and stakeholder transparency.



### Challenge

Despite its global reach, the organization faced significant operational inefficiencies due to its payment provider's limited treasury system integration. The finance team was burdened with manual tasks, including initiating wires, reconciling fees, and tracking delayed payments. These tasks fully occupied one FTE, diverting resources from critical financial planning and donor reporting, while the lack of real-time payment visibility risked compliance and audit readiness.



### Strategy

To address these challenges, the organization partnered with Monex, which delivered a customized, no-code solution tailored to the non-profit's operational and technical needs. The solution enabled seamless integration with the organization's ERP system, eliminating the need for manual data entry. Monex's real-time wire tracking dashboard provided the accounting team with full visibility into payments, while the platform's competitive FX rates and reduced transaction fees significantly lowered the cost per wire. The implementation required no internal development resources, allowing for a rapid and low-risk deployment.



### Outcome

The partnership with Monex resulted in a transformative improvement in the organization's financial operations:

- Streamlined reporting with automated reconciliation and real-time tracking
- Elimination of manual processes, reducing human error and administrative overhead
- Significant reduction in wire fees, improving cost-efficiency
- Reallocation of one FTE from payment troubleshooting to strategic financial initiatives



*Partnering with Monex has been a game-changer for our organization. Their reliable and efficient global payment services have allowed us to focus more on our mission and less on financial logistics.*

