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HSBC launches Omni Collect in Asia Pacific

HSBC launches Omni Collect in India, bringing the one-stop solution that allows brick-and-mortar stores and e-commerce sites to provide multiple payment options to their customers in nine markets across Asia Pacific. Omni Collect is also available in Australia, mainland China, Hong Kong, Indonesia, Malaysia, Singapore, Thailand and Vietnam – with each market offering different capabilities.

Omni Collect is designed to simplify and streamline the way businesses collect digital payments for goods and services allowing them to easily adapt to changes in consumer spending. With this new service, corporates have a comprehensive view of their payment collections across different channels including bank transfers, credit card payments and e-wallet transactions. This also reduces paperwork and boosts working capital for clients, enhancing their own customers' experience.

HSBC is the first international bank to offer this collections solution across Asia. "We continue to invest in digitising and simplifying our processes, enabling us to revolutionise payments and make banking simpler and better for customers, especially during these challenging times when technology and digitisation is more important than ever," said Kee Joo Wong, Regional Head of Global Liquidity and Cash Management, Asia Pacific, HSBC.

Wong added, "The pandemic has forced clients who were more conservative with their digital adoption to be more open to adapting to new operational models. We are having more conversations with both long-term and new-to-bank clients about the importance of digitisation, the value of automation and transitioning from manual to electronic processes."

In India, the latest market to launch an Omni Collect solution, Advanced Travel Partners International (ATPI) has started receiving payments through an online payment gateway. "Globally, ATPI is the first company to use a combination of charter and commercial flights that enable multi-locational crew changes for seafarers during this pandemic. Omni Collect will definitely help our multinational clients enable contactless payments through online payment options using cards," said Captain A.S Khuman, Chairman ATPI, India.

