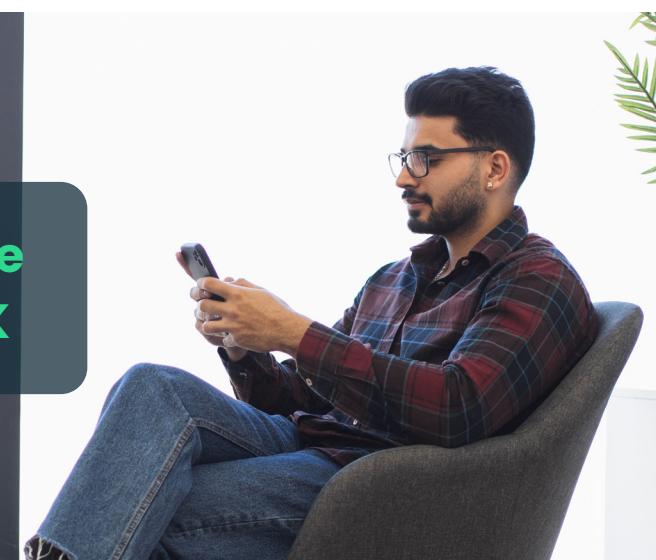# Powering Razorpay's compliance evolution with Azentio's AMLOCK

100%
Regulatory compliance

MILLIONS
of customer accounts protected

Razorpay is an Indian fintech leader, offering end-to-end payment and financial solutions for businesses of all sizes. From accepting payments to managing payroll and compliance, Razorpay offers a seamless platform that powers digital transactions at scale. The company is known for its developer-first approach, rapid innovation cycles, and deep alignment with India's evolving regulatory and digital economy landscape. With a unified suite of products, Razorpay continues to redefine how businesses move, manage, and protect money in a connected, high-growth environment.

Customer highlights

- **Widespread business operations**
  Serves millions of businesses across India, ranging from emerging startups to established enterprises.

- **Trusted by leading enterprises to transform their digital operations**
  The platform is the preferred choice for top-tier brands across sectors like e-commerce, edtech, logistics, and healthcare.

- **Unified tintech platform**
  Razorpay powers a wide spectrum of financial services; from payments and payroll to banking and compliance through a single, unified platform.

Business impact

- **Accelerated compliance turnaround**
  From KYC verification to alert resolution, AMLOCK enabled Razorpay to meet RBI-mandated timelines with real-time responsiveness, streamlining high-volume AML operations and accelerating customer onboarding.

- **Operational cost savings**
  Automation of routine compliance tasks significantly reduced manual effort, lowering resource costs and freeing teams to focus on higher-value risk management activities.

- **Improved risk accuracy**
  Centralized monitoring sharpened the precision of threat detection and expedited issue resolution across Razorpay's compliance functions.

- **Future-ready compliance infrastructure**
  AMLOCK established a scalable, audit-friendly foundation to support regulatory evolution with 100% compliance, confidence and positioning Razorpay for long-term scalable governance.

Challenges

As Razorpay expanded its operations, the team sought to enhance compliance workflows, improve turnaround times, and reduce manual dependencies, all while aligning with regulatory expectations.

- **Regulatory alignment & expectations:** Razorpay needed a reliable system to stay aligned with evolving KYC and AML requirements without compromising speed.

- **Manual oversight making customer-transaction link analysis difficult:** Customer screening and transaction monitoring were largely manual, leading to difficulties in linking transaction activity to verified customer profiles and thereby hindering risk assessment and anomaly detection.

- **Fragmented screening:** Different AML functions were operating separately because of fragmented systems and unstructured processes, creating silos and limiting overall workflow efficiency.

- **Performance optimization for long-term scalability:** During peak transaction periods, latency in fraud detection created occasional ambiguity between legitimate and suspicious transactions. Razorpay required a solution with strong performance capabilities and the scalability to support rapid, accurate risk assessment as volumes continued to grow.

Solution

Azentio's AML solution was implemented at Razorpay with a focus on streamlining compliance operations, improving speed, and setting a strong foundation for future scalability.

- **Purpose-built for regulatory alignment:** To address the need for audit-ready compliance, AMLOCK offered a structured and dynamic framework aligned with evolving KYC and AML mandates.

- **Automation of manual workflows:** AMLOCK enabled Razorpay to link transaction patterns directly with verified customer profiles through centralized screening and monitoring, enabling sharper anomaly detection and more accurate risk assessment with reduced manual dependencies.

- **Unified compliance platform:** Azentio consolidated Razorpay's AML functions into a single ecosystem, enabling smoother handoffs and centralized oversight across all modules.

- **High-performance and scalable by design:** The solution was engineered to maintain fast, accurate risk detection even during peak volumes. Tailored to Razorpay's rapid transaction growth, AMLOCK offered both the performance and flexibility to scale with evolving business and compliance demands.

"Partnering with Azentio has helped us elevate our compliance framework with greater agility and precision. AMLOCK has complemented our existing practices by enabling faster decision-making and scalable risk monitoring while staying aligned with regulatory expectations. It has been a collaborative and future-focused engagement."

Viral Turakhia
Senior Vice President & Head of Risk, Razorpay

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