Case study: Zepto Limited

Scaling payments and working capital to power Zepto's rapid growth

Helping a high-growth quick-commerce platform strengthen liquidity, automate supplier payments, and scale treasury operations.

Results

Stronger liquidity control

Supplier financing helped Zepto use payables more strategically while preserving cash for growth

Greater operational scalability

Automated payment flows and reconciliation increased efficiency and scalability to meet Zepto's growing transaction volumes

Improved treasury visibility

Real-time dashboards enabled clearer forecasting, better control, and faster decisions

Sustained supplier confidence

Timely payments and scalable onboarding supported strong supplier relationships during rapid expansion

As Zepto scaled its quick-commerce model across urban India, it needed a payments and working capital platform that could keep pace with rapid growth. Standard Chartered (SC) helped Zepto centralise supplier payments, automate reconciliation and improve real-time liquidity visibility, while enabling early payments and preserving strong vendor relationships.

Background

Zepto Limited (Zepto) is an Indian quick-commerce platform, headquartered in Bengaluru. Founded in 2021, the company specialises in fast delivery of daily essentials in urban areas. Speed is Zepto's differentiator, enabled by its network of mini warehouses in ten metropolitan regions across India. With product availability in close proximity, its customers receive orders often within 10 minutes.

Zepto has scaled quickly to become one of India's fastest growing startups and now serves more than 1.7 million people daily.

Client challenges and objectives

Zepto's rapid growth created a clear treasury challenge: supplier payments need to remain fast, dependable, and scalable without placing additional strain on liquidity or operations. To protect its competitive edge, it sought a payables model that could support higher transaction volumes, strengthen cash-flow control, and maintain supplier confidence.

Zepto's priorities were to:

- Optimise liquidity around supplier payments while preserving supplier trust.
- Reduce manual intervention and payment delays as transaction volumes increased.
- Deploy a balance-sheet-light supplier financing programme with scalable onboarding.
- Automate reconciliation and improve real-time treasury visibility.

Solution and implementation

To support Zepto's growth ambitions, SC partnered with the company to redesign its payable ecosystem with a focus on liquidity optimisation, automation, and scalability - wrapped in enhanced security.

In the review of Zepto's operating model, SC's Global Implementation team first sought to understand the client's intent to fully digitise trade payables to its vendors. The team then proposed an integrated working capital flow with payment automation, aimed at enabling Zepto to improve cashflow management whilst continuing to provide suppliers with timely access to funds. Using host-to-host connectivity, Zepto's ERP system was seamlessly integrated with SC's, allowing payment and financing processes to be automated end-to-end. This reduced operational complexity, minimised manual intervention, and enabled more efficient supplier onboarding as transaction volumes continued to grow.

The integrated solution strengthened visibility across the payables cycle, improved reconciliation efficiency, and provided greater control over working capital. By bringing together financing and payment execution within a scalable framework, Zepto was able to support rapid business expansion while maintaining supplier confidence and operational resilience. Key highlights of the solution are as follows:

A trade payables management solution which enabled the following:

- Automated, centralised supplier payments that were error free and efficient.
- Early payment to suppliers with no supplier onboarding required.
- Balance sheet-light solution.
- Preserving liquidity by extending days payable outstanding.
- Scalable supplier financing programme through Standard Chartered's established payables model.

A payment and cash management solution which enabled the following:

- Automation of supplier payments, which reduced manual process and improved turnaround times.
- Automation of reconciliation, leading to process efficiencies.
- Real-time treasury dashboards to strengthen cash-flow forecasting and decision-making.
- Host-to-host connectivity with enhanced security.

"This programme proved crucial for us, significantly enhancing our working capital management and enabling quick and automated payments to our suppliers. The new system and workflow have resulted in increased efficiency, full system automation, improved turnaround times, better control, and complete audit/transaction visibility.

Special thanks to SC's Implementation Manager and colleagues for their exceptional support throughout the implementation. The SC Project team have been instrumental in this project's success, working closely with us and our fintech partner, CredAble, to automate the integration process. This new workflow allows us to efficiently handle pre-payment of vendor invoices via CSV files and receive reverse reports for automated reconciliation through a secure host to host set up in record time."

Ram Kishanpuria
Vice President, Corporate Finance & Treasury, Zepto Limited

"Innovative solutions create opportunities, but successful growth depends on effective implementation. Our team worked closely with Zepto to digitise and automate its payables ecosystem, delivering greater liquidity, control, and operational scalability."

Arlene Gan
Global Head of Global Implementation & Cash Client Service,
Transaction Banking, Standard Chartered