

BLOCKCHAIN & WEB3 SUPPORT • PHILIPPINES

The finality-assurance standard: the executive economics of blockchain & web3 support outsourcing to the Philippines.

An analysis of why transactions handled is a volume vanity metric, how settlement finality and key-security discipline — never transaction throughput — decide the true cost of a blockchain operation once failed settlements, mis-processed transactions, key-handling incidents, and compliance gaps are counted, and the vendor-selection discipline that verifies every transaction to finality and never mishandles a key.

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ABOUT THIS SERIES – VOLUME 72

Every blockchain-support proposal is priced per transaction handled, because volume is easy to count. This volume is about the only outcome a web3 operation's treasury and reputation actually depend on: the transaction verified to on-chain finality and reconciled, processed under key-security discipline so nothing is mis-sent and no key is mishandled. The gap between handling a transaction and verifying it to finality is where failed settlements and irreversible loss live. The full series lives at piton-global.com.

About the authors



John Maczynski
Chief Executive Officer

John has bought operations capacity for three decades, and learned that the fast team that handles every transaction and mis-processes settlement is the most expensive one a web3 company can hire — because a transaction sent to the wrong address is irreversible, a failed settlement is a customer's funds in limbo, and a mishandled key is an existential loss. His standing question ignores the throughput dashboard: of the transactions you handled, how many were verified to finality, reconciled, and processed without a key ever being exposed? Applied at PITON-Global, that question is what clients get on every blockchain-support sourcing decision — personally, with no account layer in between.

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Ralf Ellspermann
Chief Strategy Officer

Ralf has spent twenty-five years running Philippine operations floors, and he judges a web3 support team by its settlement-finality rate and its key-security record, not its transactions-per-hour: whether every transaction was verified to finality and reconciled, and whether keys were handled under strict controls with a clean incident log. The operations contract in Section 3 codifies what he learned rebuilding teams that cleared throughput fast and let settlements fail. He now reads blockchain providers the way he once ran them — from the failed-settlement log and the key-handling audit backward.

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ABOUT PITON-GLOBAL

PITON-Global is a buyer-side advisory practice, Manila-based since 2001, that has never operated a delivery floor or taken a placement commission. Its stock-in-trade is knowing the Philippine provider market at the operating level — 1,000+ mapped operations, re-verified continuously, including each web3 team's real settlement-finality rate and key-security record rather than its transactions-per-hour headline — and converting that knowledge into a shortlist of six to ten genuinely qualified partners per engagement. Buyers from Tripadvisor, Garmin, TSYS, HealthPartners, Yetipay, Workrise, and Norman Disney & Young have run their searches through the practice.

SECTION 01

Executive summary

-58%

Fully-loaded cost per verified, final settlement vs. US onshore

99.9%+

Settlement-finality rate on vetted teams, up from 96-99%

0

Key-handling incidents on vetted teams, engagement to date

6.2×

First-year ROI, reconstructed case (Section 6)

A blockchain-support engagement is bought on the price per transaction and paid for on the settlements it fails and the keys it mishandles. The vendor reports millions of transactions handled at a fraction of the onshore cost; the web3 company finds the settlements that never reached finality and left funds in limbo, the transactions reconciled wrong so the treasury books don't tie out, the compliance gaps that a Travel Rule or sanctions screen should have caught, and — the tail that ends companies — a key handled loosely enough that one incident could drain a wallet. The operation cleared its throughput and the company inherited settlement risk, a reconciliation mess, and an existential key-security exposure. The gap between handling a transaction and verifying it to finality under key discipline is where the real cost of cheap blockchain support hides, because on an immutable ledger a mistake is not throughput delivered — it is an irreversible loss.

The Philippines — with a deep fintech-operations and English-language talent pool and a maturing digital-asset regulatory regime — is where blockchain support is delivered with the most finality-and-security discipline, because that pool can run the on-chain verification, reconciliation, and key controls that finality demands. Five findings:

- 1 Transactions handled is the industry's most flattering number.** Any team can submit a transaction and log it. Vetted teams are measured on outcome: settlement finality, reconciliation accuracy, and a clean key-security record. Weak providers quote a low per-transaction price the company repays in failed settlements, broken books, and incident risk. Section 2 shows the gap.
- 2 The verified, final settlement, not the fast submission, is the product.** A transaction that protects the treasury comes from verifying to on-chain finality, reconciling it to the books, and processing it under key discipline — not from clearing a throughput queue. Teams that verify to finality settle once; teams that submit loosely leave funds in limbo and books that don't tie out.
- 3 Immutability cuts both ways — wrong send and stuck settlement.** Send to the wrong address or chain and the funds are gone irreversibly; leave a settlement unverified and the customer's funds sit in limbo while support burns. Vetted teams hold finality above 99.9% precisely because both tails cost — the transfer that can't be clawed back and the settlement that never lands.
- 4 The incident and the failed settlement, not the transaction, are what cost.** A transaction mishandled costs the irreversible loss, the customer remediation, the reconciliation rework, and the compliance exposure — orders of magnitude beyond the per-transaction saving. Teams that verify to finality under key discipline drive those to near zero, and that protected treasury — not the offshore rate alone — is where the case study's return is built.
- 5 Contract on the verified settlement, not the handled transaction.** The contracting failure of blockchain support is paying per transaction and hoping finality held and keys stayed safe. Vetted deals price against settlement-finality floors, reconciliation-accuracy targets, and zero-key-incident standards, making verified, secure settlement the team's problem, which is where it belongs.

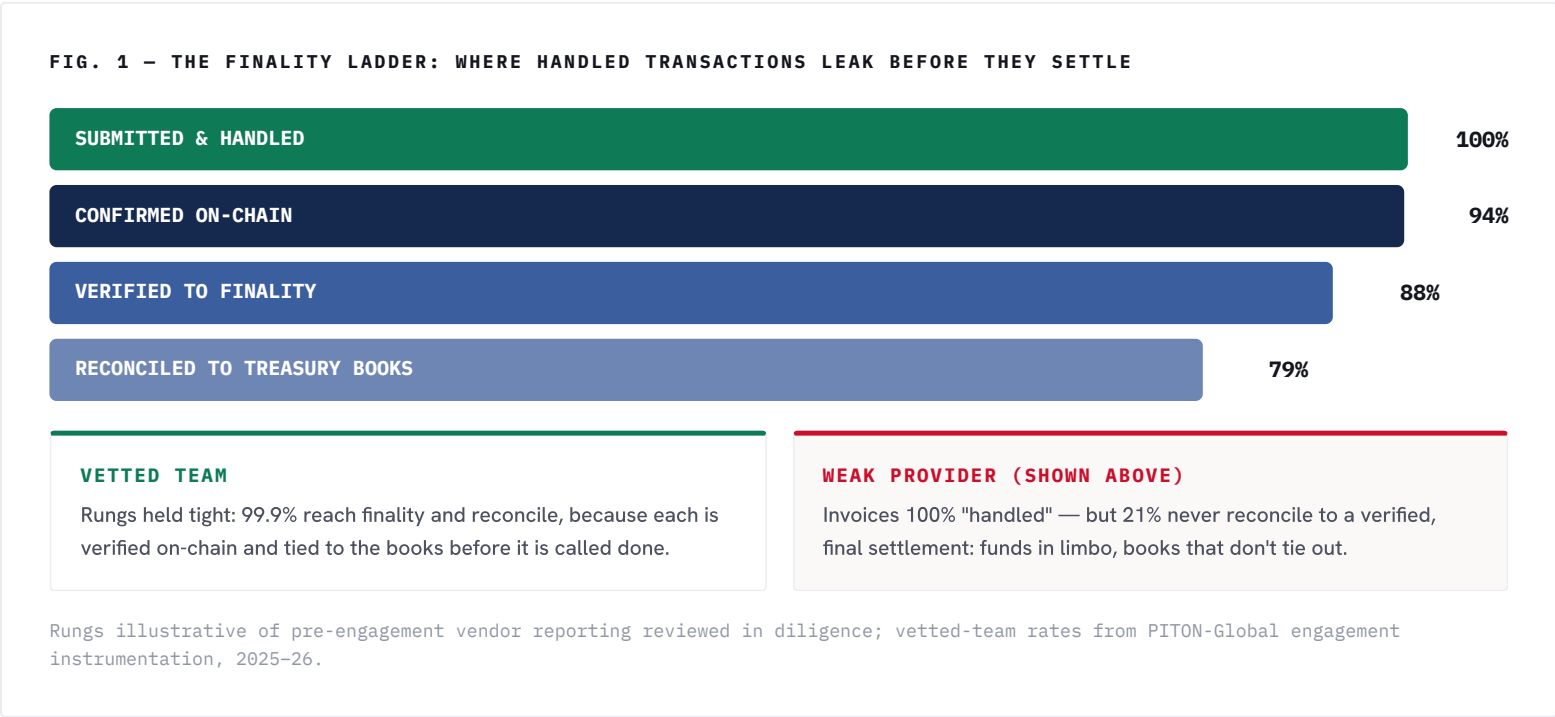
The intended reader is a web3 head of operations, COO, or CISO buying blockchain support per transaction and paying for it in failed settlements, broken reconciliation, and key-security exposure. Sections 2–4 separate the teams that verify to finality from the teams that clear throughput; Sections 5–7, the method and the proof.

SECTION 02

The volume mirage: transactions handled versus verified to finality

Figure 1 reads a day of a web3 company's transactions as a finality ladder — every stage a submitted transaction must clear before it is money in the treasury, and where a weak provider's throughput number quietly leaks value at each rung. Handled counts the top of the

ladder; only the bottom rung is a verified, reconciled settlement.



The economics live in the drop between rungs, not in the top bar. On a vetted team the ladder barely narrows — ninety-nine-point-nine percent of handled transactions reach a verified, reconciled settlement; on the weak provider a fifth of the "handled" volume leaks out below the confirmation line into limbo and broken books, each stuck settlement a support ticket and a treasury discrepancy, each wrong send potentially irreversible. A low per-transaction price that doesn't verify to finality is not a saving; it is settlement risk and reconciliation debt, and on an immutable ledger some of it never comes back. The finality-and-security audit — finality rate, reconciliation accuracy, key-incident log — is the cheapest due-diligence instrument in this paper.

SECTION 03

The operations contract: verify to finality, secure the keys, keep it compliant

Figure 2 lays out the three clauses of a working blockchain-operations contract — the machinery a floor read verifies before any per-transaction price is believed.

FIG. 2 – THE OPERATIONS CONTRACT, AS OPERATED ON VETTED TEAMS

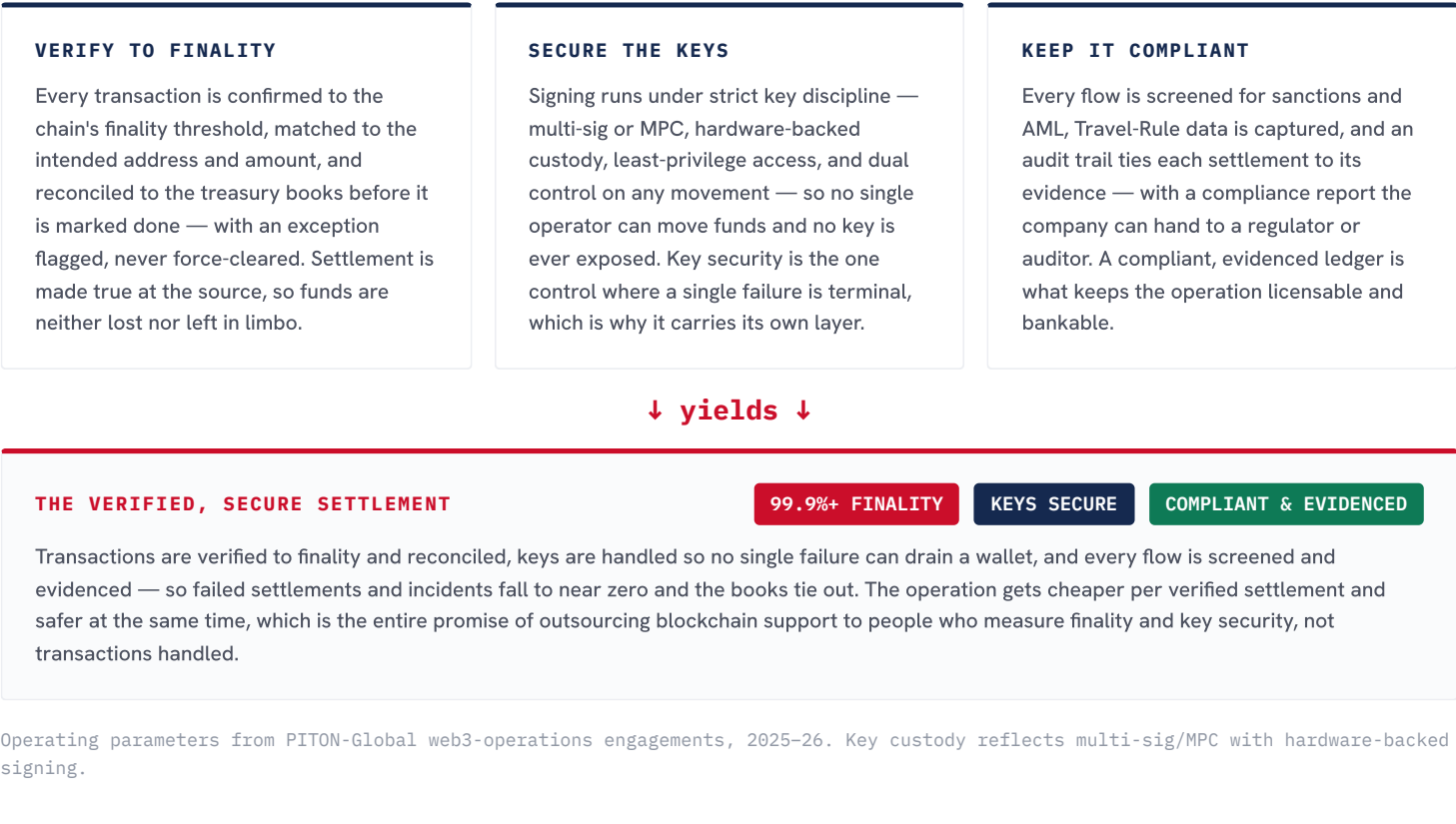


TABLE 2 — BLOCKCHAIN-SUPPORT BENCHMARKS, VETTED VS. BASELINE (2025-26)			
METRIC	VETTED TOP TIER	BASELINE	EXECUTIVE READING
Settlement-finality rate	99.9%+	96-99%	The only tx number treasury follows
Reconciliation accuracy	99.95%+	97-99%	Books tie out, or they don't
Key-handling incidents	0	>0 tolerated	"Secure the keys" — held or not
Compliance-screen coverage	100%	85-95%	Every flow screened, or a gap
Settlement-exception resolution time	<2 hrs	1-3 days	Funds freed fast, or stuck

Source: PITON-Global web3-operations engagement data 2025-26; baseline = typical pre-engagement operations billed on transactions handled.

The strategic read: the transaction mill's -31% per tx is a false economy — failed settlements, reconciliation rework, and incident exposure lift its true cost per verified settlement far above the per-tx gap, and an irreversible loss or a drained wallet is a cost no rate recovers. The vetted Manila team's -58% is real because it is measured where the value is: the transaction verified to finality, reconciled, and processed under key discipline. Buy on transactions handled and you buy the leaky ladder of Figure 1; buy on cost-per-verified-settlement and you buy finality and key security — the same discipline every volume in this series keeps arriving at from a different door.

SECTION 05

Sourcing discipline: the 7-Step Vendor Vetting Framework, applied to blockchain support

Blockchain diligence adds two hard requirements to every step: a per-transaction price is real only when the settlement finality behind it survives a re-verification against the chain and the books, and only when the key-custody model behind it proves no single operator can move funds. The funnel below is representative of a 30-70-seat web3-operations search.

FIG. 3 – THE 7-STEP FRAMEWORK AS A BLOCKCHAIN-SUPPORT FUNNEL		
STEP	WHAT IT ELIMINATES IN A BLOCKCHAIN-SUPPORT SEARCH	FIELD REMAINING
1 Requirements definition	Throughput-first scoping: fixes the finality floor, the reconciliation-accuracy target, the zero-key-incident standard, and the compliance-coverage requirement the operation must meet by chain	1,000+
2 Market mapping	Transaction mills: operations that bill throughput and treat failed settlements and key risk as the client's problem, and generalist floors with no on-chain-ops or custody depth	~38
3 Capability screening	Teams without the machinery: on-chain verification and reconciliation, multi-sig/MPC custody, dual-control signing, and coverage across your chains and token standards	~11
4 Compliance & security audit	Weak controls: key-custody and access governance, sanctions/AML and Travel-Rule capability, SOC 2 and pen-test scope, incident-response readiness covering the signing stack	~7
5 Operational diligence	The re-verification: re-verify a sample of "settled" transactions against the chain and books for true finality; audit the custody model and incident log; interview on how they handle a stuck or wrong-address settlement	4–6
6 Competitive RFP & negotiation	Per-transaction pricing: finalists bid against finality floors, reconciliation-accuracy targets, and zero-key-incident standards — all carrying credits for failed or unreconciled settlements	2–3
7 Transition & launch governance	Cold start: the team calibrates against your chains, custody model, and reconciliation on a testnet/sandbox and a shadow period before it signs live, with the finality floor and key controls certified before steady state, PITON-Global embedded buyer-side	1

Field-remaining counts represent a 30–70-seat web3-operations search, PITON-Global engagements 2024–26.

The standing guarantees hold: **vendor neutrality** — PITON-Global operates no web3 floors, signs no transactions, and takes no placement economics, so the shortlist reflects audited finality and key-security performance, not inventory; **right-sizing** — teams for whom your operation is a flagship account. Six to ten genuinely qualified providers, delivered within 48–72 hours, free to the buyer, competing through a fully transparent, fair, comprehensive, and highly competitive RFP.

SECTION 06 • ANONYMIZED CASE STUDY

Re-basing the operation on settlement finality: a 44-seat web3 operations rebuild, reconstructed

Engagement BK-077 is a US digital-asset platform — processing roughly 12,000,000 on-chain transactions a year across custody, settlement, and treasury ops on several chains — that had offshored blockchain support to a per-transaction mill. The transaction price was excellent; finality and security were not: the settlement-finality rate sat near 97%, reconciliation broke often enough that the treasury books rarely tied out same-day, compliance screening had coverage gaps, and key handling relied on a single-signer setup that made the CISO wince. The head of operations wanted the throughput economics without the settlement risk and the key exposure. Identifying details are anonymized under NDA.

SELECTION (WEEKS 0-8, RE-VERIFICATION + CUSTODY AUDIT)

Requirements fixed a 99.9% finality floor, a 99.95% reconciliation-accuracy target, a zero-key-incident standard, and 100% compliance-screen coverage, with mandatory multi-sig/MPC dual-control custody. Mapping produced 38 claimants; the machinery screen — on-chain verification, MPC custody, dual-control signing, chain coverage — left 11; the security-and-compliance audit left 7. Blind re-verifications of "settled" transactions plus a custody-model audit shortlisted 5. A Manila team won priced against finality and zero-key-incidents, with both written into the reporting spec.

TRANSITION (MONTHS 2-6, SHADOW-SIGNED FIRST)

The team calibrated against the platform's chains, custody model, and reconciliation on a sandbox and shadow-signed alongside the incumbent before it signed live; the finality floor and MPC dual-control were certified in month 3. The verification-and-reconciliation loop tied every settlement to the books from day one. By month 6 settlement finality reached 99.94%, reconciliation accuracy hit 99.96%, compliance coverage reached 100%, and the key-incident count held at zero. PITON-Global chaired the finality-and-security review board to steady state.

TABLE 3 — BK-077 FIRST-YEAR VALUE BUILD-UP (US\$)

VALUE COMPONENT	YEAR 1	BASIS
Labor arbitrage on the 44-seat ops team	\$1.42M	82.5k productive hrs × (\$27.10 – \$9.90)
Failed-settlement & limbo funds recovered	\$0.62M	Stuck settlements resolved to finality, freed same-day
Incident & key-exposure risk avoided	\$0.44M	Expected-loss reduction from MPC dual-control custody
Reconciliation & compliance rework removed	\$0.20M	Treasury close and screening rework vs. baseline
Gross value created	\$2.68M	
Less: engagement & transition costs	(\$0.43M)	Calibration, sandbox/shadow period, custody & reconciliation integration; advisory fee \$0 (provider-paid)
Net value ÷ cost = first-year ROI	6.2×	\$2.68M ÷ \$0.43M

Figures rounded; finality, reconciliation, and incident effects audit-verified. Incident-risk line is a conservative expected-loss estimate. Method in Methodology & notes.

Fifty-three percent arbitrage, forty-seven percent from recovered settlements, avoided incident risk, and removed rework — a typical split for the series, earned because the operation was re-based on settlement finality and key security rather than transaction volume. Every line traces to a diligence step: the finality floor and zero-incident standard to Step 1, the finality-and-security pricing to Step 6, the MPC dual-control custody to Step 3's contract. The head of operations' line at the year-one review: "The transaction price barely moved. What moved is that every settlement lands, the books tie out same-day — and I stopped losing sleep over the keys."

SECTION 07

The executive playbook: governance for the first 180 days

A blockchain-support transition succeeds when the team is measured and paid on settlement finality and key security — client in command throughout.

DAYS 0–30

Define finality & key controls, contract on them

Set the finality floor, the reconciliation-accuracy target, and the zero-key-incident and compliance-coverage thresholds with operations and security leadership before launch, and document the custody model (multi-sig/MPC, dual control) and screening by chain. Contract against finality and key security — never per transaction alone — with floors and standards carrying credits. Stand up the re-verification and custody audit as the program's arbiters of truth.

DAYS 30–90

Calibrate on sandbox, shadow-sign before live

Calibrate the team against your chains, custody model, and reconciliation on a testnet/sandbox and shadow-sign alongside the incumbent before it signs live; certify the finality floor and MPC dual-control. Switch on the verification-and-reconciliation loop from day one. Publish the ops dashboard: finality rate, reconciliation accuracy, key-incident count, compliance coverage, exception-resolution time.

DAYS 90–180

Sign live, certify steady state

Hand live signing to the team only after it holds the finality floor and the zero-key-incident standard under dual control. Review the board monthly with the failed-settlement and key-handling logs on the table. Certify steady state on two months at floor including a network-congestion or fork event; hand over on documented criteria; keep the quarterly re-verification and custody audit standing.

THE FIVE FAILURE MODES WE ARE HIRED TO PREVENT

Paying per transaction while settlements fail to reach finality · clearing throughput instead of verifying and reconciling · running keys on a single signer with no dual control · leaving compliance-screen gaps in the flow · signing live before finality and key controls are proven. All five are settled at selection and contract.

The blockchain-support argument, in one sentence: a handled transaction is activity and a verified, secure settlement is funds that landed, books that tie out, and keys that never moved without dual control, and a vetted Philippine team delivers –58% cost per verified settlement with a 99.9%+ finality rate, zero key incidents, and 100% compliance coverage — for buyers who re-verify the finality and audit the custody instead of counting transactions handled, and compete the finalists through a fully transparent, fair, comprehensive, and highly competitive RFP. Anyone can submit a transaction. We make sure you buy the team that verifies it to finality and never mishandles a key.

METHODOLOGY & NOTES

How the numbers were built

Finality and security figures (Fig. 1, Table 2) derive from engagement instrumentation in PITON-Global web3-operations engagements, 2025–26. Settlement finality and reconciliation accuracy are measured by re-verifying a sample of settled transactions against the chain and the treasury books; key-handling incidents, compliance coverage, and exception-resolution time are measured against the client's pre-engagement baseline. Figure 1's ladder is illustrative of pre-engagement vendor reporting reviewed in diligence.

Cost-per-verified-settlement figures (Table 1) are fully loaded — wages, benefits and statutory charges, facilities, technology and key-custody tooling, management and QA overhead including reconciliation and compliance specialists, attrition-driven recruiting — divided by transactions verified to finality and reconciled, with failed or unreconciled transactions excluded from the denominator; US comparators reflect fully-loaded in-house cost on the same basis. Network/gas fees pass through in all models and are excluded. A verified, final settlement is confirmed to finality, reconciled to the books, and processed under key discipline.

The case study (BK-077) is anonymized under NDA; volumes and dates are generalized, figures rounded. Finality, reconciliation, and incident effects are audit-verified; the recovered-settlement line reflects funds freed from limbo, and the incident-risk line is a conservative expected-loss estimate. ROI = net first-year value ÷ all engagement-related client costs. PITON-Global's advisory fee is provider-paid and appears at \$0 in the client cost base; neutrality safeguards are documented at piton-global.com.

Market context draws on IBPAP reporting and PITON-Global's proprietary provider mapping (1,000+ operations; settlement-finality and key-security performance re-verified May 2026). Nothing here is custody, investment, or legal advice; digital-asset operations carry irreversible-loss and regulatory risk that buyers must govern directly. Estimates and projections are PITON-Global analysis and should be cited as such. The full series is available at piton-global.com.



Would your provider's transaction price survive a finality re-verification?

Thirty minutes with John will tell you. Free to buyers, strictly vendor-neutral — a finality-and-security-verified shortlist within two to three business days.

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