

## Banelco S.A. reduced by 60% the time for processing and reviewing customer contracts.

### CUSTOMER SNAPSHOT

#### CUSTOMER

Banelco S.A.  
[www.banelco.com.ar](http://www.banelco.com.ar)

#### INDUSTRY

Financial

#### LOCATION

Argentina

#### OBJECTIVES

- To efficiently manage customer contracts.

#### RESULTS

- 60% reduction in process time of customer contracts.
- Integration of all information to a single platform for monitoring the process.
- Immediate availability for consultations on the status of each contract, and the overall process.
- Optimized distribution and reallocation of workloads, resources and responsibilities
- Significant improvement in quality of customer service.
- Generation of alerts for each user allowing for better control.

The successful implementation of Bizagi in Banelco S.A. enabled the management of the full cycle of contracts to be more efficient and automated the process with alerts to users.

### Overview & Challenges

Banelco S.A., with over 25 years of experience, is the first Shared Electronic Banking Network in the Argentinian market, with more than 5,600 ATMs connected across the country. It has partnerships, both nationally and internationally, with other networks to ensure continuous service to major financial institutions and their customers through ATMs, its electronic payment site 'Pagomiscuentas' and Banelco Mobile for banking operations by cellphone, among other services.

Thanks to the high level of participation and the rapid growth of Banelco in the Argentinian market, the number of contracts held with customers increased significantly, making it increasingly difficult to manage, monitor and control the process.

Therefore, Banelco decided to seek a BPM solution, in order to implement a system that would enable it to monitor and control its contracts, based on the automation of processes, to increase efficiency and quality of its services.

After analysing other leading tools on the market, Banelco selected Bizagi as its BPM solution to achieve its targets based on cost-effectiveness, short implementation time, the services available, the ability to develop, the flexibility and autonomy that the tool provides.

### Bizagi Solution

The project, whose goal was to implement Bizagi's BPM Suite to automate the process of managing contracts, and thus to control and monitor the stages and tasks that comprise it, was conducted by COA S.A., a partner of Bizagi in Argentina.

All the processes that form part of a contract were modelled and automated with Bizagi. "Today, contracts are managed centrally and the process involves different areas of the organization. The users in charge enter the contracts directly into the system, together with associated information, which are then reviewed by the legal department." explained Osvaldo Galerato, Manager of Processes and QA, in Banelco's IT Department.

The solution developed uploads all the required information to the system in order to locate and manage the status of its contracts, facilitating control over the process. That is, it provides information of expiry and renewal of the contracts as well as details of who is using the system, at all times. "The system has enabled us to automate the processing of contracts, handling alerts to each user and giving us better control over them. It is worth noting that each contract is different, depending on the clauses included, which made it important for Bizagi to improve the efficiency in handling them." added Galerato.

The implementation of this tool is noted for its flexibility, the integration of all information, for quick results, and to allow monitoring of processes, all with minimal involvement of the IT area. "We did not have to develop code and that is very important. The tool has a high degree of flexibility, which allows anyone with basic knowledge of computers to develop workflows." said Galerato.

## Results

Galerato noted that in addition to efficiency gains, both in administration and in managing the complete cycle of contracts, it can also control the activity of each user involved in the cycle of contract management. Also, the implementation of this solution was characterized by a positive cultural impact. "The implementation of Bizagi generated more interest to close each contract, respecting the standards of quality and timelines." explained Galerato.

This is the first time a BPM tool has been put into production in the company. The experience was very good because of the functionality provided by Bizagi in the process of contract management. This implementation has allowed the development of workflows without affecting the development team of Banelco, which is highly committed to developing solutions for business services.

Internal control targets were achieved, allowing the integrity of the process, and getting more visibility and governance of it. "There is a contract management system that has been successfully developed." explained Galerato.

The consolidation of all information in a single repository helped to reduce the number of errors and obstacles that presented themselves in the process as well as knowing which user is in charge of each contract. "When all parties have signed the contract, the system sends notices to the originator of the document and whoever else needs to be informed. Likewise, it manages rejections and comments." Galerato added.

Another major advantage of the implementation is a significant improvement, approaching 60%, in the control framework for the management of contracts for users and those responsible for their administration.

The automation achieved, by eliminating the manual process in the administrative part, provides the availability of immediate consultation of the state of contracts throughout the system, providing Banelco with increased operational efficiency across the entire organization, in the areas of administration, quality control, audit and legal. Thanks to this, it gives the company a better quality of service to its customers, respecting the cycles of each contract, which are all different.