



CASE STUDY

SEFAZ Do Ceará automates audits for 5x faster case processing and 100% visibility



GOVERNO DO
ESTADO DO CEARÁ

Company:

Secretaria Da Fazenda Do
Estado Do Ceará (SEFAZ)

Industry:

Government & Education

Location:

Brazil

As part of its organization-wide digital transformation, Secretaria Da Fazenda Do Estado Do Ceará (SEFAZ), the State Finance Secretariat for the Brazilian State of Ceará needed to automate its auditing process. The process required automation to make both the gathering of information for audits, and the audits themselves, more efficient, as well as being able to prove compliance for this legal and complex process.

Using Bizagi's low-code process automation platform, they were able to work in agile sprints to develop a new, standardized way of automating that benefits both SEFAZ and the organizations being audited. Thanks to features like digital signatures, automatically generated forms and system integration, cases are now processes 5x faster with 100% visibility over the auditing process.

5x
faster case processing

100%
process visibility

With Bizagi's automated processes, auditors have all their information already in the form, so I think it's a very solid and useful accelerator for this work."

Carlos Sérgio, Project Director

Objectives

- 🎯 Decrease time taken to manually gather information
- 🎯 Create standardized forms to support the process
- 🎯 Increase traceability of process to ensure compliance
- 🎯 Enable digital signatures
- 🎯 Replace legacy CAF Auditing system

Achievements

- ✅ 5x faster case processing using automation
- ✅ Standardized forms automatically generated
- ✅ End-to-end process visibility through process mapping
- ✅ Digital signatures in PDFs saved directly to internal system
- ✅ Process supported by Bizagi, integrated with 10 internal systems
- ✅ Integration with ECM System to manage extensive digital documents

Overview

For Secretaria Da Fazenda Do Estado Do Ceará (SEFAZ), the State Finance Secretariat for the Brazilian State of Ceará, auditing is a major process that plays a significant role in its responsibilities.

The process required automation to make both the gathering of information for audits, and the audits themselves, more efficient, as well as being able to prove compliance for this legal and complex process.

“Auditing is a very complex process and will have an even bigger impact than other automated processes in the organization at SEFAZ.”

Carlos Sérgio, Project Director

Challenge

Auditing is a complex process, with two sub-processes of administration and the auditing itself. In the first process, the information is gathered, then Auditors carry out investigations on behalf of SEFAZ and issue tax fines to companies who have made any mistakes.

To add to the complexity, multiple legal documents are generated as part of the audit, which need to be properly tracked and stored. And if a company disagrees with the auditor’s findings, a second process is triggered as it goes through litigation. (Read the SEFAZ Litigation case study for more information on this process).

All documents are generated, legally signed, and saved securely in the system, so governance plays a large role in the process. Prior to automation during the administration phase, users had to make queries manually across more than 10 systems to gather the information that needed for audits. The auditor would then have to use text editors to create a document each time to show their findings. This manual effort took time and meant that auditors could be prone to errors.

Solution

When creating the process, reusable templates were used extensively to speed up the deployment time. They used an agile methodology, taking advantage of Bizagi’s low-code intelligent automation platform to launch three subsequent versions of the process after the initial launch.

They automated the administrative collection of data but also automated the formula of the auditor’s document itself. Bizagi now generates a standardized document for each individual audit, further accelerating the time taken to complete the process. The same logic was used generate lots of different documents automatically using templates.

They also developed a widget, allowing users to sign digital PDF documents in Bizagi, before saving it to their ECM system, Alfresco, saving time spent on manually collecting and scanning wet signatures.

Results

Both subprocess within the auditing process has now been automated. Bizagi automated the administrative process by gathering information from other systems at SEFAZ and pulling it all into one standardized form, ready for the auditors to begin the second subprocess. This accelerates auditing time, benefiting both SEFAZ and companies who need to prepare themselves for an audit.

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The benefits of an agile methodology can be seen in the administrative process within the audit macro process, with Version 1.0 processing an average of 2.5 cases a day, and Version 1.3 processing an impressive 14 cases a day, over five times more.

The whole process is now entirely mapped out in Bizagi. The low-code intelligent automation platform, which will replace the legacy CAF system once other associated processes have been automated, provides both visibility and traceability for SEFAZ to ensure proper governance, which is vital in a process with legal consequences.