CASE STUDY

Quala automates finance processes to see 80% decrease in approval times and eliminate lost opportunities

Consumer goods enterprise, Quala, was looking for a user-friendly, reliable and agile automation platform to implement processes and meet international standards across 10 countries. This would help solve challenges in the finance and marketing departments where they needed to improve transparency, process standardization and compliance.

Bizagi's low-code solution created an omnichannel platform experience for Quala's multi-country, multi-company program. The secure and easy-to-use solution helped to ensure compliance while unifying processes to increase productivity of employees. The purchasing process in particular saw excellent results, with an 80% decrease in approval time and the stable platform reliably capturing 100% of all new opportunities since implementation.

**Objetives**

- Create a clear roadmap for process design
- Meet international standards to ensure compliance
- Establish a multiplatform, multidevice, multicountry solution to increase employee productivity
- Allow agile implementation of processes
- Digitize approval process for compliance and efficiency
- Unify and stabilize purchasing processes, currently conducted using eight separate tools
- Streamline customer promotion process in marketing

**Achievements**

- 80% decrease in purchasing process approval times
- Zero lost purchasing opportunities
- 8,000+ cases digitally approved

- Quala implemented 10 corporate processes, for 10 countries in 10 months”.

David Enrique Moreno Pérez,
IT Director

Company: Quala
Industry: Manufacturing
Location: Colombia