

CASE STUDY

AgFirst Farm Credit Bank replaces legacy processes with Bizagi to close cases 60% faster



Customer:

Anida, part of BBVA

Industry:

Financial Services

Location:

Spain

AgFirst's challenge was not to build different systems, but to deliver a solution based on the core business logic and workflow that could be quickly adapted to the needs of its other 19 Associations.

The agricultural lender selected Bizagi to deliver robust and reusable business processes. Utilizing agile methodology and leading-edge process automation, AgFirst now has a responsive, mobile DPA platform capable of adapting to its customers' changing needs. Additional benefits include the efficiency of loan analysis which saw them close cases 60% faster than expected.

60% faster closing cases

100% information requests completed on time

97% of loans analysed in expected timescale

16 weeks to deliver first process

"Our decision to choose Bizagi was a strategic move to deliver agility within changing market conditions. Above all we wanted to be able to create solutions in a short amount of time".

Bala Sivankoil

Director of Application Development, Ag First

Objectives

- 🎯 Replace existing InfoPath legacy system with enterprise-level software.
- 🎯 Reuse and modify existing solutions to meet needs of other Associations.
- 🎯 Enable over 45 members of staff to create consistent loan-related processes and workflows.
- 🎯 Process more loans without increasing headcount.
- 🎯 Implement baseline metrics to monitor & improve process performance.
- 🎯 Deliver a flexible solution to meet changing customer needs

Achievements

- ✅ First process delivered in 16 weeks; with subsequent processes 75% faster.
- ✅ Loan cases were closed in an average of 12.5 days, 60% faster than expected.
- ✅ 97% of loans were analyzed within expected timescales.
- ✅ 100% of information requests made by Loan Approvers were completed on time.
- ✅ Reuse of "self-documenting" system creates fast development cycles.
- ✅ Agile workflows immediately reflect changes to policies and updates for customers