



Fianzas Monterrey S.A.
Mexico City, Mexico
www.fianzasmonterrey.com.mx

Industry:

Financial Services

Annual Revenue:

US\$100 million

Employees:

300

Oracle Products & Services:

Oracle Database
Oracle Developer Suite
Oracle Discoverer

Oracle Partner:



Sinergy Solutions
www.sinergysolutions.com.mx

“With Oracle, we have achieved speed and excellence in service to our clients without neglecting the quality of underwriting process, emissions, and modifications to bond policies.”

– José Luis Valle López,
CIO, Fianzas Monterrey S.A.

Fianzas Monterrey S.A. Integrates Critical Business Components and Increases Information Availability

Fianzas Monterrey S.A. began operations in Monterrey, Mexico in 1943. As an indemnity institution, the organization aims to provide superior support and reliability to its clients throughout their business operations. The company, which is an investment property of New York Life since 2000, specializes in performance bonds as well as asset fidelity bonds. Currently, Fianzas Monterrey has 300 employees, a network of three regional offices, 32 service offices and a sales force of more than 700 agents throughout the country.

Challenges

- Consolidate information in a robust and reliable database with high availability to control “underwriting quality”
- Take advantage of information updates and consistency in real time, guaranteeing optimal response times
- Develop a solution to link more than 700 sales agents, 32 local offices and three regional offices
- Integrate all critical business functions in a secure and scalable system

Solution

- Worked with Sinergy Solutions to implement Oracle Database to centralize information in a single, robust database
- Used Oracle Developer Suite to integrate critical business functions in a secure database system called “Confianza”
- Connected sales agents through the Web, providing them with access to accurate, timely information
- Improved operational indicators collection time from between 45 and 60 days to immediate results
- Eliminated information inconsistencies between local and regional offices, which was over 40%
- Improved underwriting quality with high availability of rules online and in real time for sales agents
- Reduced the collection tune over time from 75 to 24 days
- Reduced the index of noncompliant contracts by 40 %
- Allowed for the development of unique, reliable and updated information services for clients through the Internet