

# FIMPE

FIMPE Fideicomiso  
Mexico City, Mexico  
www.boletazo.com

## Industry:

Financial Services

## Employees:

40

## Oracle Products and Services:

Oracle Business Intelligence  
Enterprise Edition  
Siebel Customer Relationship  
Management Professional  
Edition  
Siebel Contact Center  
Siebel Marketing  
Siebel Sales

## Oracle Partner:



E-SIGLO S.A. De C.V.  
www.e-siglo.com

**“With the reliability and stability of an Oracle product and the extensive capabilities of Siebel Customer Relationship Management, we have implemented very solid business practices, which have enabled us to make important changes in the financial industry.”** – Dimitri Flores,  
Coordinator of IT Planning and Innovation, FIMPE Fideicomiso

## FIMPE Fideicomiso Improves Operational Efficiency with a Solid IT Infrastructure

FIMPE Fideicomiso, better known by its trademark Boletazo, is an organization created in 2004 by the principal banks and credit card operators in Mexico. Its primary goal is to promote and facilitate the use of electronic payments in the Mexican Republic.

### Challenges

- Establish a solid and reliable IT infrastructure to drive increased adoption of electronic payments at a national level
- Implement a business intelligence model to analyze the firm’s performance and enable timely decision making
- Automate the approval process to accelerate handling of requests for affiliation and installation of point-of-sale terminals (PSTs)
- Accelerate the PST affiliation and installation process
- Reduce processing times for orders for terminal installation to improve productivity and client satisfaction levels

### Solution

- Promoted the affiliation and installation of 250,000 new terminals at a national level within three years by establishing a solid and reliable IT infrastructure
- Created quarterly statistical reports for strategic decision making using Oracle Business Intelligence Enterprise Edition
- Optimized the process of affiliating and installing PST terminals by using online services between FIMPE, banks, and PST providers
- Automated the processes of terminal affiliation and installation, raising the number of installations from 500 to 5,000 per month
- Improved the quality of client service by attending to 450 calls per day, and up to 10,000 on peak days
- Automated and integrated operating procedures with affiliated companies in a Web environment, improving the company’s business practices
- Worked with Oracle Partner E-SIGLO to optimize operating efficiency and improve levels of satisfaction