

# Neon scales innovation and automates 100% of reconciliations with Simetrik

From manual reconciliation to full automation: Neon eliminated errors, scaled transaction volume 100x, and maintained financial control by fully automating its processes. This drastically reduced operational errors, accelerated scalability, and removed negative impacts on customer experience — all with the support of Simetrik.

0.3 bps/year

In identified discrepancies

5 FTEs

Freed capacity and avoided costs for strategic analysis

94% efficiency

In necessary adjustments in reconciliation process

100x

In transaction volume since 2024

50%

Reduction in effort for discrepancy analysis

+50

People trained

9.120 hours

Of operational work

From 2 hours to 15 minutes


Reduced reconciliation effort

During its rapid growth, Neon faced the challenge of reconciling an increasing volume of transactions from its new banking products under the supervision of the Central Bank.

Manual processes, dependence on SQL and spreadsheets, and long execution times limited scalability, raised the risk of errors, and negatively impacted the customer experience.

With Simetrik, Neon automated 100% of its financial reconciliations (Pix Credit, invoices, cards, and new services), gained scalability, and freed up team capacity for strategic analysis. Today, millions of transactions are reconciled daily with minimal human intervention. Operational time has been reduced, generating a direct positive impact on customer experience.

Before Simetrik

After  Simetrik

Manual reconciliations, handled by Finance and Card teams, based on files, SQL queries, and Excel spreadsheets.

New products used to take up to 2 months to be reconciled due to dependence on the technology team.

Over 200 daily discrepancies in Pix Credit and about 20 in invoices, generating between 150 and 200 manual adjustments per day. Many of these errors were detected only by the customer and could take up to 15 days to resolve.

Daily reconciliation processes of up to 2 hours per product.

100% automated reconciliations, with full visibility and end-to-end traceability.

Now, new products are included in just 1 week, with no technical friction — including Pix Credit, top-ups, bill installments, and invoices.

Pix Credit discrepancies dropped from 200 to 5 per day, recovering about USD 570K monthly. Reduction in complaints to the Central Bank.

Daily processes completed in 15 minutes per product.

## The challenge

During its rapid growth, Neon faced the challenge of reconciling an increasing volume of transactions from its new banking products under Central Bank supervision.

1. Manual and fragmented reconciliation:

Processes dependent on SQL, spreadsheets, and scattered files, requiring multiple teams and long execution times.

2. Compromised scalability:

The accelerated growth of Pix Credit and other products put pressure on operations that couldn't keep up with demand.
3. High operational risk:

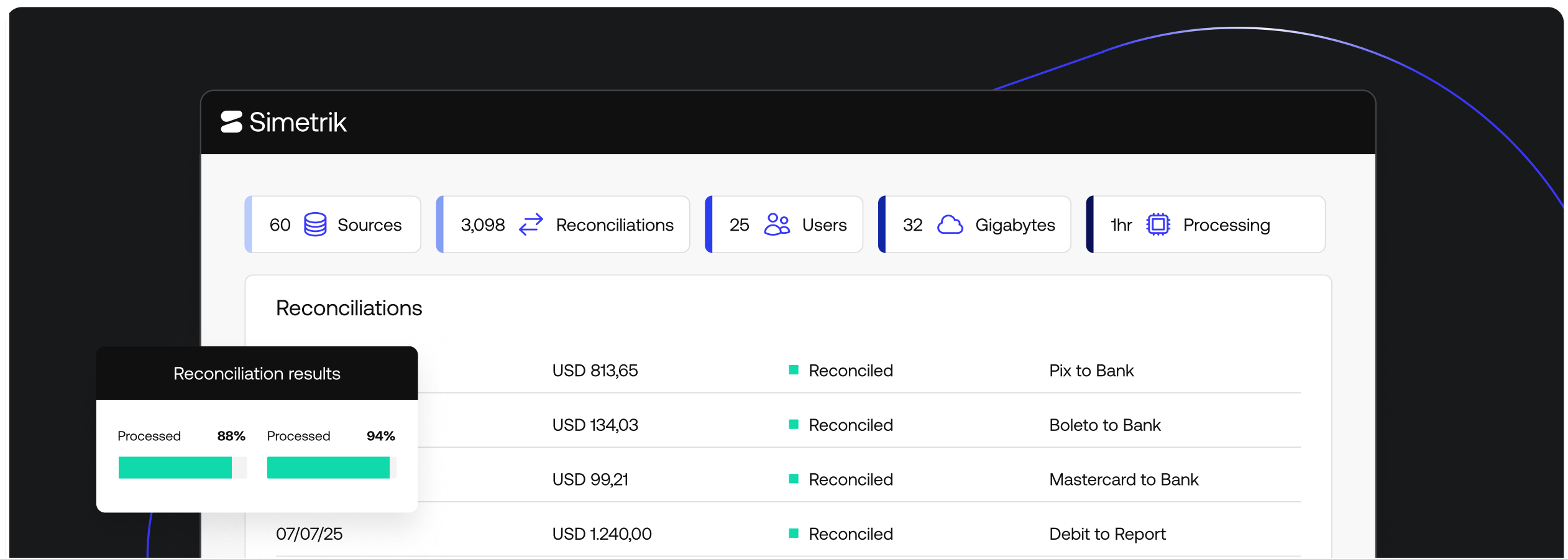
More than 200 daily discrepancies in Pix Credit and 20 in invoices, with no automatic detection mechanisms, generating potential financial losses.

4. Direct impact on customer experience:

Between 150 and 200 daily adjustments, often detected by customers themselves, with resolution times that could take up to 15 days.

## The solution with Simetrik

To overcome these challenges, Neon implemented Simetrik as a centralized financial reconciliation platform. The solution brought scalability, governance, and operational efficiency, transforming how the fintech controls its banking products.



- ✓ Full automation of financial reconciliations:

All flows, including Pix Credit, invoices, cards, and installments, are reconciled end-to-end with minimal human intervention.

✓ Scalability without friction:


New products that previously took up to 2 months to integrate now have reconciliations running in less than 1 week.
- ✓ Reduced discrepancies and risk exposure:

Pix discrepancies dropped from more than 200 per day to only 5, ensuring greater reliability and recovery of about USD 570K monthly.

✓ Faster processes and focus on customers:

Resolution times that once reached 15 days were replaced by immediate adjustments, often before the customer even opened a support ticket.


"Simetrik helped us scale our products quickly. Today, some of them are already born integrated with the tool, which removes a major concern in the effort to scale solutions, like Pix Credit."



Adriana Brilhante

Senior Head Customer Experience & Operations.

Request a Demo >




Fintech leader in financial innovation

Neon is a Brazilian fintech founded in 2016. The company was born out of the frustration of its founder, Pedro Conrade, who, after overdrawing his account by just R\$1.00, discovered that his bank would charge him R\$46.00 as an overdraft fee. While reviewing his statements, Pedro realized that each year he was spending nearly a full month's salary on banking fees — almost the same as his monthly income at the time. Outraged, he thought about the millions of Brazilians losing money every year to abusive bank charges and decided to create a free digital account: thus, Brazil's first digital bank was born.

Over the years, Neon has grown to become one of the leading fintechs in the country, offering clients a complete portfolio with debit and credit cards with no annual fees, personal loans, simple investment options in CDBs, cashback, various payment methods, and other products designed for Brazilian workers with fair rates. In addition, through MEI Fácil, the company provides financial services and education for individual micro-entrepreneurs across Brazil.

Today, Neon has more than 32 million customers.



Platform powered by AI for reconciliation and financial control

Our mission is to empower financial teams with the control they need to operate with speed, accuracy, and confidence. We combine AI, Big Data, and No-Code technology to automate complex reconciliations, implement comprehensive financial controls, and provide a single source of truth. Today, more than 130 global companies trust us to manage billions in transactions, reduce losses, and accelerate growth.

simetrik.com

