

# 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

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.

## After Simetrik

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.

### 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.

### 2. Compromised scalability:

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

### 4. Direct impact on customer experience:

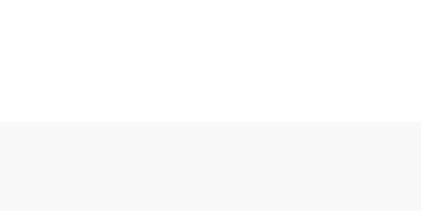
Between 150 and 200 daily adjustments, often detected by customers themselves, with resolution times that could take up to 15 days.

"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."

[Request a Demo >](#)

 Adriana Brilhante

Senior Head Customer Experience & Operations



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, global companies trust us to manage billions in transactions, reduce losses, and accelerate growth.