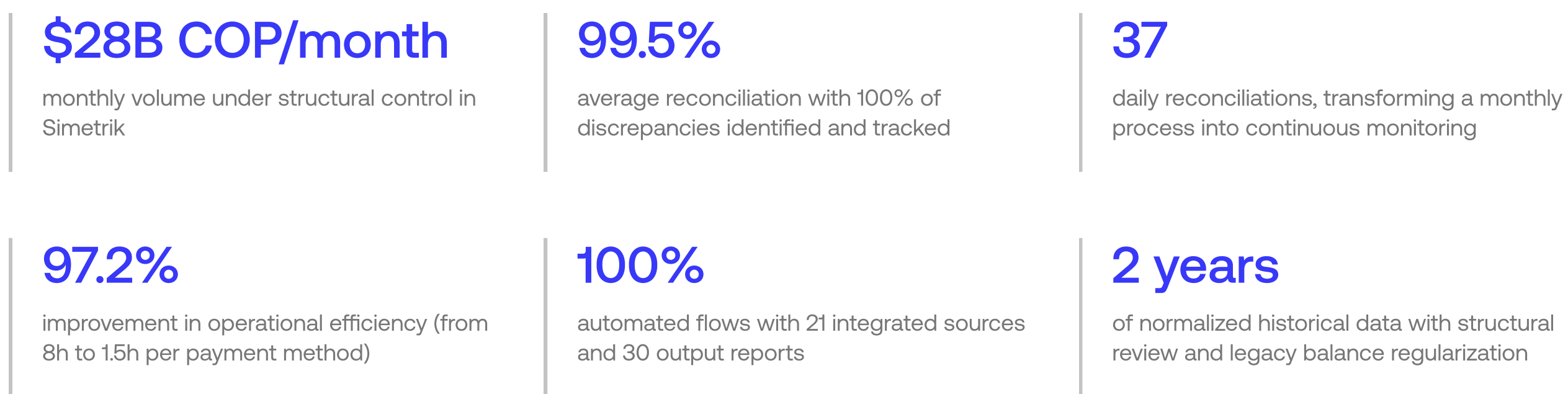


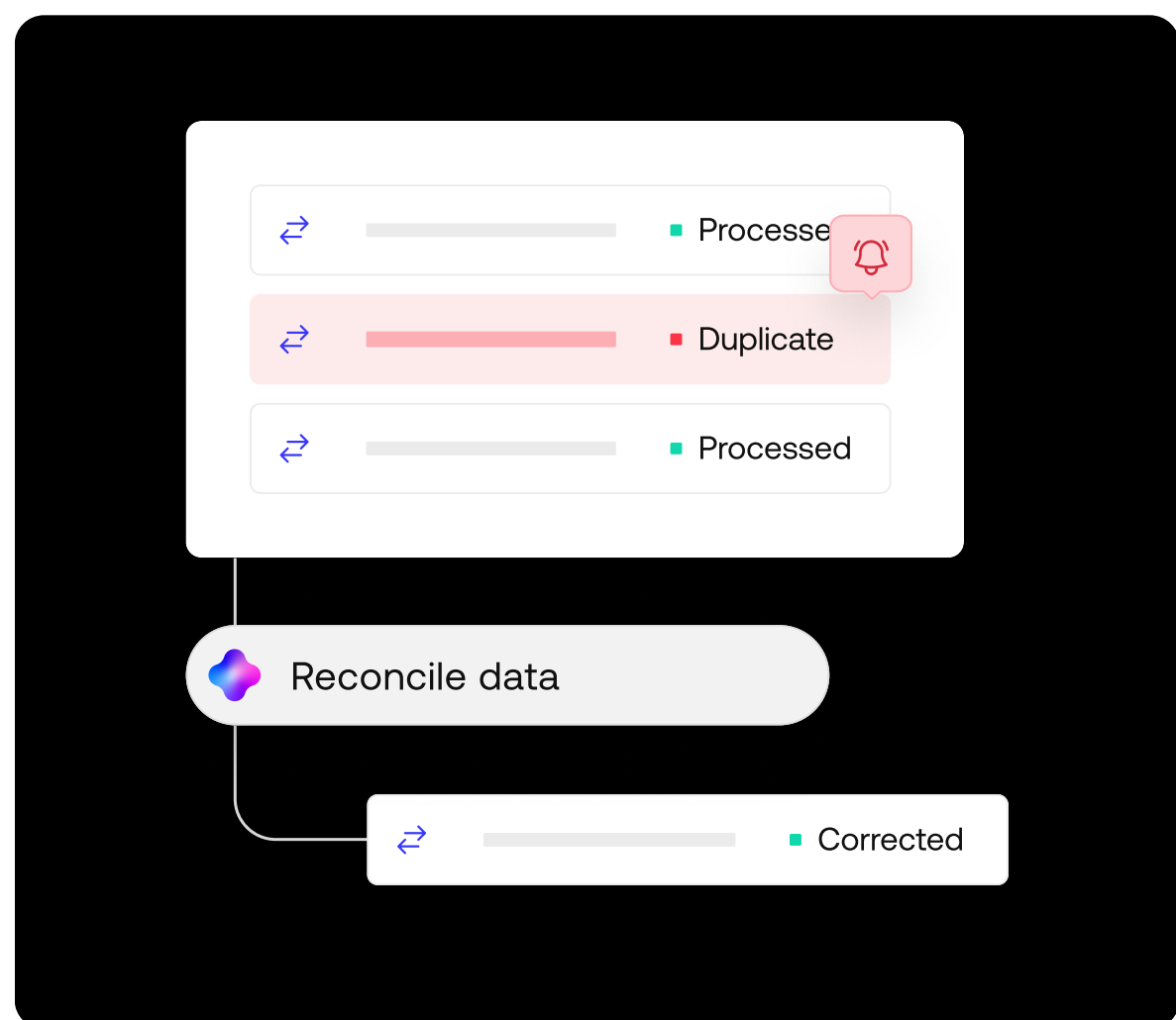
# ePayco strengthens its transactional control at scale with Simetrik

How ePayco transformed its reconciliation model, reduced operational time by more than 80%, and established structural financial control over more than \$28B COP monthly.



ePayco faced a highly complex operation, with multiple payment methods, franchises, and providers requiring daily control and financial traceability. In the monthly reconciled flows alone, more than **111K transactions** were managed, distributed across networks, correspondents, and electronic transfers.

Growth in volume and scheme diversity required evolving toward a model capable of scaling without proportionally increasing the operational team.



With Simetrik implemented as the central reconciliation and control platform, ePayco transformed a manual and reactive model into an automated, preventive, and structured one. Reconciliation evolved from a monthly, after-the-fact review process into a daily monitoring system with full visibility over cash flow, discrepancies, and compensations.

This project was not just a technological implementation. It represented:

- ✓ Disciplined milestone execution with no delays.
- ✓ Deployment of autonomous operational capabilities.
- ✓ Transformation of control into a structural business process.
- ✓ Strong foundation for expansion into new schemes (Nano, Micro, new acquirers).

## Before Simetrik

✗ Manual reconciliation with high operational workload

✗ Processes taking up to 8 hours per payment method

✗ Reactive monthly control

✗ Dependency on IT for adjustments and validations

✗ Risk of hidden costs and undetected discrepancies

✗ Reactive detection of duplicates, discrepancies, and inconsistencies with limited traceability

## Después de Simetrik

✓ 99.5% average automated reconciliation

✓ 1.5 hours on average per method (97.2% improvement)

✓ Daily monitoring with 37 active reconciliations

✓ Operational team autonomy

✓ 100% of discrepancies identified and traceable

✓ Daily identification of exceptions with proactive alerts, full traceability, and automated reversal flows

## The Challenge

ePayco faced a highly complex operation, with 7 payment methods under control (PSE, Efecty, Gana, PayPal, SafetyPay, Colpatría, and Franquicias Davivienda) and an ecosystem of 21 integrated transactional sources, operating in an environment with multiple stakeholders (franchises, acquirers, and providers), as well as diverse schemes (mixed payments, dynamic pricing, nano and micro merchants).

The previous model presented four structural challenges:



### Manual reconciliation dependent on Excel

Processes requiring up to a week of work and manual validations, with high operational dependency and risk of undetected errors.



### Delayed cash flow visibility

Tax provisioning and supplier payments were managed on a monthly basis, preventing daily management (T+2) and limiting the ability to anticipate pending items, settlements, and compensations.



### Low traceability of commissions and cost control

Differences between estimated and charged commissions required monthly manual reviews, with processes taking up to 8 hours per payment method, making early detection of leakages or overcharges difficult.



### Regulatory risk and audit pressure

Operational growth required greater traceability, documentation, and accounting support under IFRS standards.

# The solution with Simeirik

ePayco implemented Simeirik as the core platform for operational and financial control, structuring reconciliation under an automated, scalable, and preventive model. The scope included:



## From manual reconciliation to automated control at scale with Simeirik

Control was consolidated into a single platform with 21 integrated sources, 30 automated reports, and 37 daily reconciliations, reducing manual workload and standardizing processes.



## From monthly management to continuous cash flow monitoring (T+2)

Daily visibility into collections, pre-settlements, and payments was enabled, strengthening cash management and continuous operational monitoring.



## From low traceability of commissions to systematic cost validation

Comparison between agreed and charged commissions was automated, enabling early detection of discrepancies and control of overcharges.



## From reactive control to a structured and auditable model

Traceability and discrepancy regularization flows were implemented, including a two-year historical review to normalize balances and support audits.



## Payment methods under control:

- Transfers / PSE: PSE, Colpatria
- Cash / correspondents: Efecty, Gana
- Digital / international payments: PayPal, SafetyPay
- Networks and franchises: Franquicias Davivienda (Visa, Amex, Master)

## The model covers four critical domains:

### Cash In

#### Revenue: payments, top-ups, and incoming transfers

Daily validation of inflows, reconciling processed TPV vs. received settlements

### Cash Out

#### Outflows: compensations and payment methods

Control of compensations, provisions, and supplier payments under a T+2 model

### Fees & Billing

#### Processor and network fees

Automated comparison between agreed conditions and actually charged amounts

### Claims & Chargebacks

#### Chargebacks, duplicates, and assisted transactions

Identification and tracking of the lifecycle of chargebacks, retained transactions, duplicates, and operational discrepancies

All these domains operate over an ecosystem of 21 integrated transactional sources, consolidating control into a single point and eliminating reliance on manual or isolated reports.

The operation is further supported by 37 active daily reconciliations and 30 automated reports, feeding internal processes, financial analysis, and downstream systems, ensuring end-to-end traceability and continuous cash flow visibility.

# Results

## ✓ Operational scalability without proportional team growth

The operation evolved from monthly reviews to continuous monitoring, absorbing higher volumes without increasing team size proportionally.

## ✓ Daily cash flow control

Tax provisioning and supplier payments evolved from a monthly model to daily management (T+2), strengthening liquidity and predictability.

## ✓ Significant reduction in operational time

Across methods such as:

- PSE: 66% reduction in time
- Efecty: 83% reduction
- PayPal: 90% reduction
- Franchises: ~78% reduction

## ✓ Structural executive visibility

Control shifted from reactive to a core business capability, with shared metrics across Operations, Finance, and Technology.

## ✓ Strengthened regulatory compliance

Model aligned with internal and external audits, with structured documentation, full traceability, and defined compensating controls.

“Control shifted from reactive to structural. We are now prepared to scale without losing governance.”

Mauricio Bustamante

CFO, ePayco



## Leading payment gateway in Colombia

ePayco is a leading payment gateway in Colombia that processes multiple payment methods and transactional schemes in a highly demanding operational environment. Its model integrates franchises, acquirers, digital wallets, and correspondents, managing significant monthly TPV volumes with requirements for traceability, settlement, and continuous financial control.



## AI platform for reconciliation and financial control

Our mission is to empower finance teams with the control they need to operate with speed, accuracy, and confidence. We combine AI and No-Code technology to automate complex reconciliations, implement comprehensive financial controls, and provide a single source of truth. Today, more than 160 leading companies worldwide trust us to manage billions in transactions, reduce losses, and accelerate growth.

Ready to transform your financial operations?

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