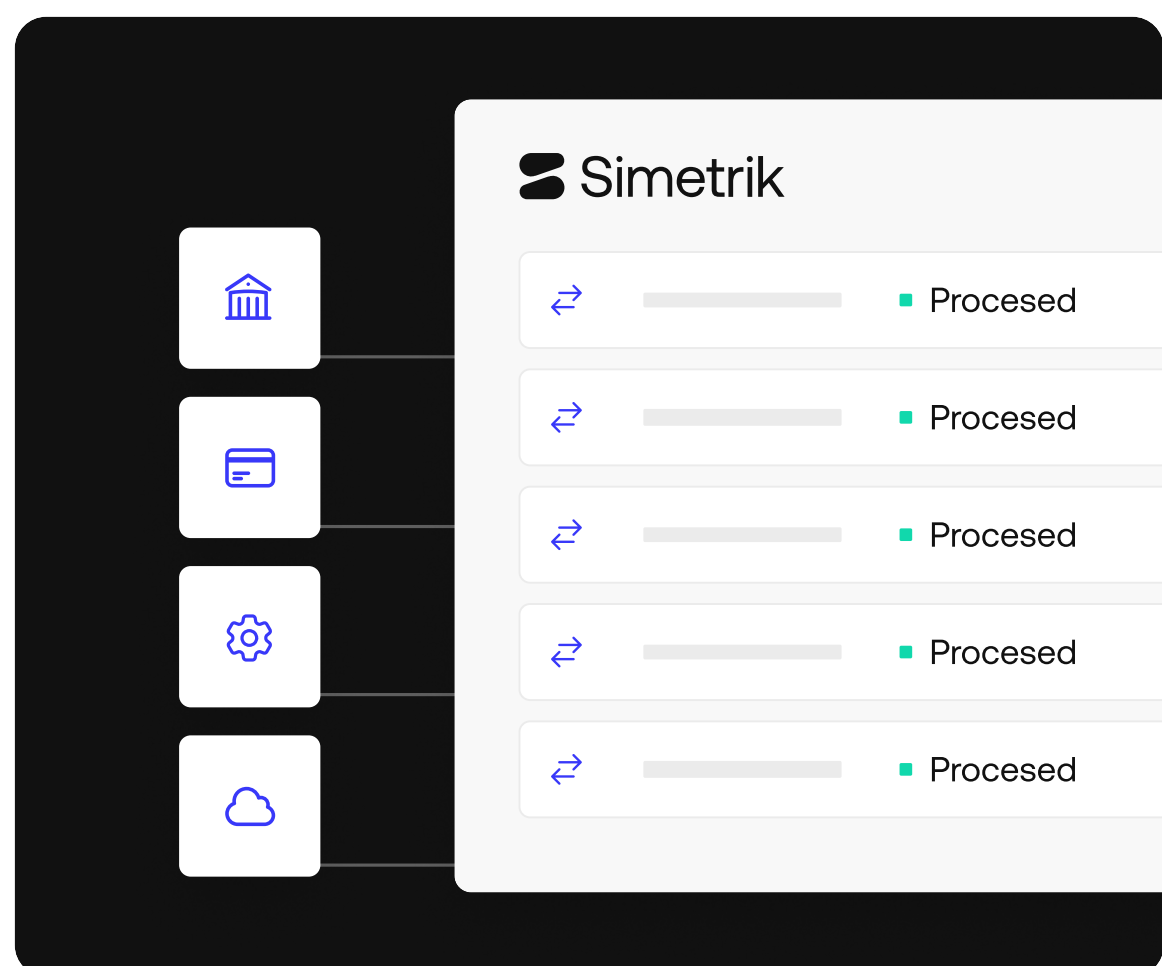


How Nexxia went from 12 hours to 10 minutes in their reconciliations

With Simetrik, the team automated 97% of their processes and achieved a 200% ROI.

<p>200% ROI</p> <p>from the project reconciling with Simetrik</p>	<p>+6 M</p> <p>transactions consolidated and executed monthly</p>	<p>20%</p> <p>increase in reconciliation</p>
<p>17</p> <p>processes onboarded and managed monthly</p>	<p>+97%</p> <p>of processes automated across external and internal sources</p>	<p>98%</p> <p>reduction in reconciliation time</p>

As Nexxia continued expanding its loyalty and rewards ecosystem, the volume and complexity of its point accrual and redemption transactions increased significantly. This created new operational challenges related to reconciling data from multiple sources, intensive manual processes, and difficulties in detecting errors or inconsistencies early.



Before implementing Simetrik, a large portion of the reconciliation process relied on manual tasks, data reviews, and reprocessing, which consumed operational time and limited traceability of information.

With Simetrik, Nexxia was able to automate and standardize its reconciliation processes, integrating 100% of its relevant sources and achieving an improvement of over 20% in reconciliation across key business processes. This enabled increased operational efficiency, reduced hidden errors, and delivered an estimated return on investment between 130% and 220% annually.

Before Simetrik

- ✗ Each reconciliation flow had its own operational logic, making standardization and control difficult
- ✗ Manual processes taking over 12 hours, with multiple downloads and Excel-based matching, increasing the risk of human error
- ✗ Data inconsistencies led to reprocessing and operational rework, consuming team time
- ✗ Limited scalability: growth required more resources and increased risk exposure

After Simetrik

- ✓ Accrual and redemption reconciliation processes run automatically, achieving rates above 95%
- ✓ Reconciliations completed in under 10 minutes on average, eliminating repetitive manual work
- ✓ Agile detection of discrepancies and unreconcilable transactions, with greater operational visibility
- ✓ Formalized and standardized processes that improve traceability and facilitate audits

The challenge

Before Simetrik, Nexxia faced several challenges in managing and controlling its reconciliation processes:



Manual reconciliation processes

A large portion of operational work relied on manual data reviews and validations across different sources



Errors and discrepancies difficult to identify

Inconsistencies in accrual and redemption processes could go unnoticed or be detected too late



Operational inefficiencies

Manual tasks and reprocessing of information led to inefficient use of the team's time

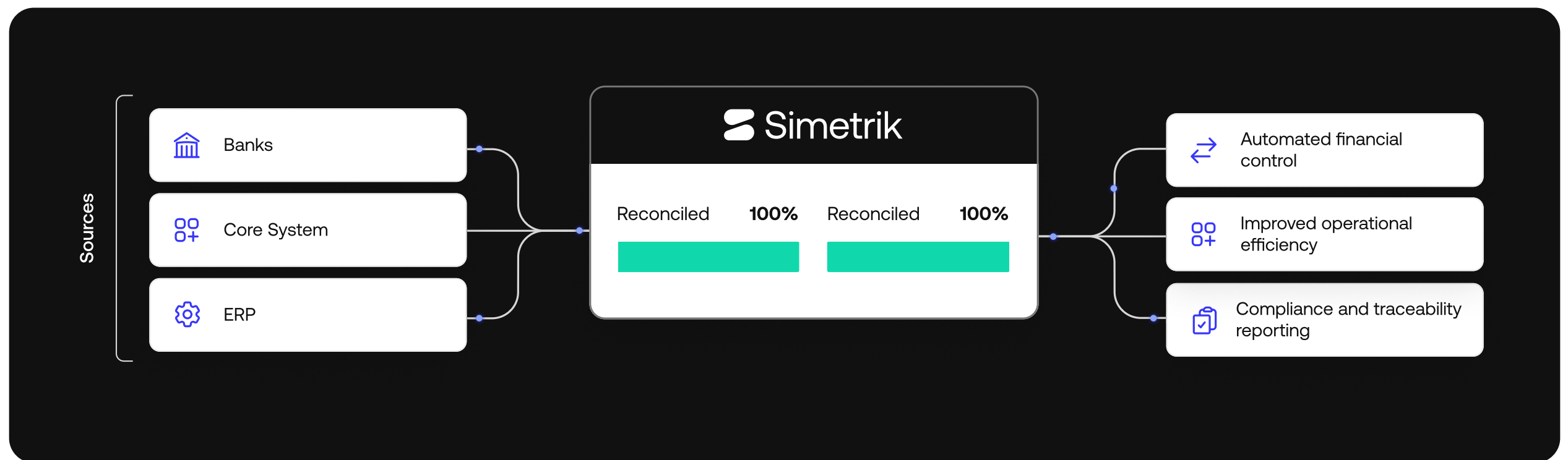


Lack of standardization

Processes were not fully formalized, making traceability and operational control more difficult

The solution with Simetrik

Simetrik was implemented as the central reconciliation and control platform for Nexxia's operational processes, initially focused on redemptions and process improvements, but its impact went beyond that initial scope.



Cash In

Accrual and redemption reconciliation

Automated validation of each accrual and redemption transaction against banks, core systems, and ERP, achieving reconciliation rates above 95% with 100% integration of relevant sources

Claims & Chargebacks

Dispute and discrepancy management

Agile detection of unreconcilable transactions and discrepancies in points flows, with centralized reporting that accelerates dispute resolution and reduces operational impact

Unified Oversight & Alerts

Shared visibility across teams

Shared dashboards where Operations, Finance, and Accounting detect differences in real time and prevent impacts on results, shifting from a reactive to a proactive operation

Accounting Operations

Single source of truth for accounting and compliance

Centralized and standardized data ensuring integrity between loyalty operations and accounting records, with full traceability for audits and regulatory compliance

Key Benefits

✓ Automation of key reconciliations

Accrual and redemption reconciliation processes run automatically, achieving rates above 95%

✓ 100% data source integration

Banks, core systems, ERP, and other relevant sources connected in one place, eliminating manual downloads and Excel-based matching

✓ Single source of truth and anomaly detection

Centralized reporting for disputes, accounting, and compliance, with agile detection of discrepancies and unreconcilable transactions

✓ Improved operational efficiency

Operations teams can implement new controls and rules within days without relying on IT or third parties, freeing time from manual tasks

✓ From reactive to proactive operations

Operations, Finance, and Accounting collaborate through shared dashboards, detecting differences in real time and preventing business impacts

“Simetrik has helped us achieve results much faster and with a broader view across all business verticals. Additionally, we can share this information with our partners, giving us greater confidence in full financial traceability and its impacts.”

Julio Acosta
Reconciliation Manager

nexxia

Data-driven loyalty and engagement strategic solutions

Nexxia is a company specialized in the design, operation, and optimization of loyalty programs, focused on transforming the relationship between brands and customers. Its platform integrates data, analytics, and execution to manage complex processes such as reward accrual and redemption, driving retention and customer lifetime value through personalized and measurable experiences.

Simetrik

AI platform for reconciliation and financial control

Our mission is to empower finance teams with the tools 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 of transactions, reduce losses, and accelerate growth.

Ready to transform your financial operations?

Visit simetrik.com >