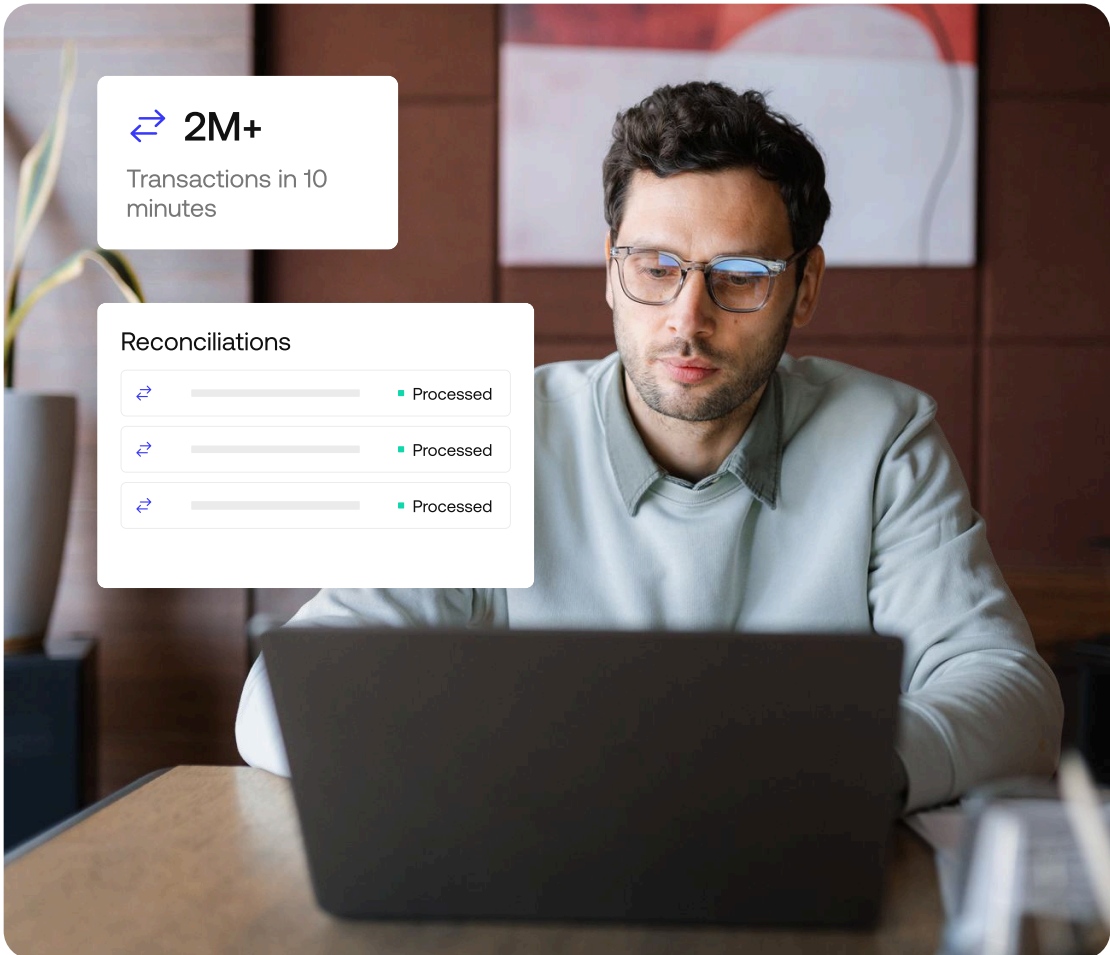


Personal Pay unified its financial operations and achieved 99% reconciliation effectiveness with Simetrik

How Personal Pay eliminated duplicate processes, automated critical controls, and gained real-time visibility across more than 480 million records, transforming its financial control operations during a period of accelerated growth.



Personal Pay, Argentina’s digital wallet with 4.7 million users, grew its user base fivefold in four years while facing unprecedented operational complexity. Reconciling millions of daily transfers, payments, and QR collections, along with prepaid cards, microcredit, and BNPL transactions using fragmented tools, SAP Audit, and Power BI on shared infrastructure created silos, duplicated processes, and a technology ceiling that limited scalability.



With Simetrik, Personal Pay consolidated all its flows into a single source of truth, delivering the project one month ahead of schedule. Today, it processes 2.4 million transactions in 5 minutes with 99.9% automated effectiveness, reduced reconciliation time by 90%, and automated daily accounting entries into SAP following a Clean Core strategy.

Before Simetrik	After Simetrik
✗ Fragmented and fragile systems (using SAP Audit and Power BI dashboards hosted on a shared Telecom server).	✓ Unified and dedicated platform with 100% automated end-to-end data ingestion through S3/SFTP.
✗ File size limitations, forcing teams to manually split files into 3–4 parts before uploading.	✓ Highly scalable architecture capable of processing 2.4 million transactions in just 5 minutes.
✗ Siloed operations with two parallel and disconnected processes (Operations reconciled in Power BI while Finance worked in SAP).	✓ A single integrated workflow serving as the single source of truth, reducing reconciliation time by 90%.
✗ Manual, reactive accounting performed only once per month (October transactions were reflected only in November).	✓ Clean Core strategy with automated accounting entry generation into SAP through three scheduled runs per day.
✗ Limited scope focused on a single transfer product, where discrepancies and operational errors were identified only in the following month.	✓ Real-time control across 6 products operating in parallel, with 99.9% automated effectiveness.
✗ Manual and time-consuming verification of funds in the collection account to comply with Central Bank (BCRA) requirements.	✓ Full governance with automated balance controls, early fraud-mitigation alerts, and an immutable audit trail.
✗ Dependence on IT/Development teams to create or modify reconciliations.	✓ Complete autonomy for the finance team to design, build, and adjust reconciliations without intermediaries.

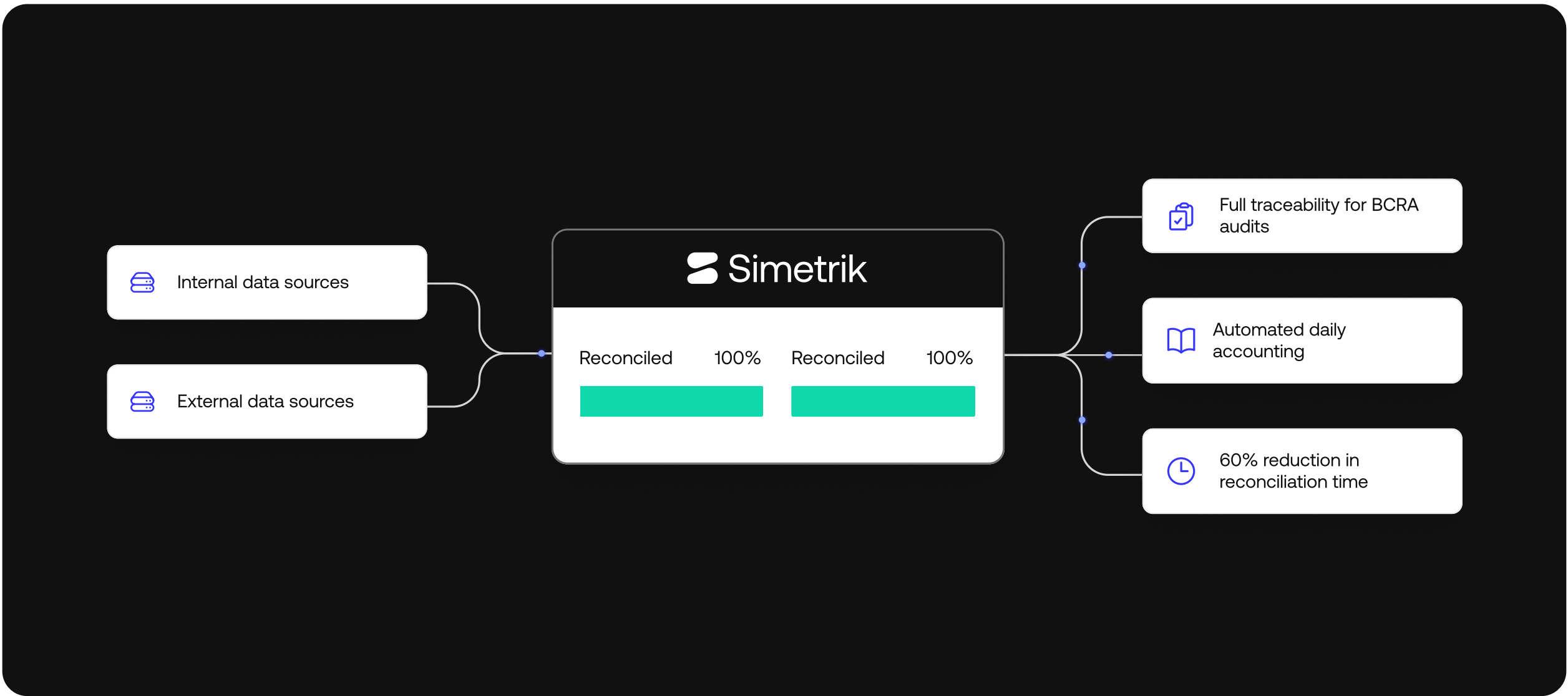
The challenge

Personal Pay faced a highly complex transactional operation, integrating critical money transfer and QR payment flows, prepaid card processing, and a growing microcredit and BNPL portfolio. With approximately 60 million monthly records and a rapidly expanding user base of 4.7 million customers, the digital wallet needed to operate under the strict compliance and audit requirements of the Central Bank of the Argentine Republic (BCRA). Its previous operating model presented four structural challenges that limited scalability:

⚠ Technology constraints and high manual workload The financial tools in place could not support fintech-scale volumes. The SAP Audit module was unable to process large files, forcing teams to manually split them into three or four parts before loading. This increased operational dependency and the risk of human error.	⚠ Fragile infrastructure and risk of disruption Power BI processes relied on a shared Telecom server, creating processing bottlenecks and performance issues. This instability resulted in up to 1.5 days of total downtime in the reconciliation process, severely impacting business visibility.
📄 Operational silos and duplicated processes The lack of a centralized platform generated inefficiencies and hidden costs. Operations performed daily reconciliations in Power BI, while Finance maintained a nearly identical control process in SAP Audit. The result was two disconnected parallel workflows with no single source of truth.	🕒 Delayed financial visibility and regulatory pressure Accounting entries were processed manually once a month (October chargebacks were only recorded in November). This delay hindered the timely identification of anomalies and increased pressure from BCRA audits, which required manual validation of funds held in the collection account.

The solution with Simetrik

With an ecosystem exceeding 4.7 million users and operating under the regulatory framework of the BCRA, Personal Pay implemented Simetrik as its unified financial and operational control hub. The platform replaced fragmented tools, restructuring operations around an automated, scalable, and real-time operating model. The scope included:



Cash In

Transfer and QR payment reconciliation

Daily control of transactional inflows through 7 active reconciliations, automatically validating every transfer and QR payment movement across internal and external data sources, with multiple product-level validations.

Claims & Chargebacks

End-to-end traceability for prepaid cards

Control of the entire card processing lifecycle, including authorizations, disputes, and chargebacks, with card behavior monitoring to prevent operational losses.

Accounting Automation

Automated accounting entries and clean core strategy

Automatic generation of accounting entries into SAP through three daily runs, eliminating monthly manual postings while keeping the ERP free from custom developments.

Cash Out

Cash outflows and withdrawals management

Automated validation of outgoing payment and transfer flows across the ecosystem, ensuring traceability for every withdrawal and outgoing transfer, with real-time discrepancy detection.

Unified Oversight & Alerts

Executive visibility and BCRA compliance

Automated control of BNPL loans (active and delinquent) and verification of funds in the collection account, with early alerts and full traceability for BCRA audits.

Key benefits

- ✓

90% reduction in reconciliation time
More than 2 million transactions processed in 5 minutes with 99.9% automated effectiveness, eliminating manual processes and operational silos.
- ✓

Automated daily accounting
Three Accounting Translator models generate SAP journal entries three times per day, replacing a manual and reactive month-end process.
- ✓

Full autonomy over financial operations
Teams can design and adjust reconciliations without depending on other departments, while also managing controls for processes such as manual adjustments—all from a single source of truth.
- ✓

Record-breaking implementation: 1 month ahead of schedule
17 active reconciliations and 3 accounting models deployed to production across 3 ecosystems in record time.
- ✓

From fragile infrastructure to a dedicated platform
Operations no longer rely on shared servers that previously caused up to 1.5 days of downtime. Data ingestion is now 100% automated through S3/SFTP.
- ✓

Strengthened BCRA regulatory compliance
Automated validation of funds in the collection account, with early-warning alerts to prevent losses and an immutable audit trail.

“Simetrik’s implementation represented a fundamental step in unifying data across Finance and Operations, enabling us to move from manual processes to a centralized, organized, and more reliable environment.

This integration not only improved our ability to respond to operational irregularities, but also transformed the way we work through automation in the detection and execution of bulk adjustments.

As a result, we significantly strengthened team autonomy, enabling users to manage configurations directly within the platform and virtually eliminate dependence on third parties, making operations far more agile and efficient.”

Fabian Manenti - Administrative Services Owner
Franco Nahuel Sarmiento - Pay Key User Analyst



Digital payments fintech with large-scale reach in Argentina

Personal Pay is Personal’s digital wallet, a mobile application that enables people to manage their money quickly and seamlessly. With more than 4.7 million customers, Personal Pay offers a broad portfolio of digital financial services that support everyday economic activity and promote financial inclusion across Argentina and the region.



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 Simetrik to manage billions of transactions, reduce losses, and accelerate growth.

Ready to transform your financial operations?

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