



A COMPUTING SOLUTION FOR MANAGING SMALL AND MEDIUM-SIZED ENTERPRISES



CASE STUDY: **GRUPO BEM**

OVERVIEW

Country: Spain.

Sector: Money transfers. Money orders and bank wires abroad. Communication services.

Client profile: BEM España provides specialised money transfers and communication services to all BEM centres in Spain (more than 100 agencies).

Situation: BEM España is faced with the need to provide support to its BEM agencies all from its headquarters in Madrid.

Solution: With XML Process Customised, BEM España has now been successfully servicing all of its agencies for more than four years, integrating the product into a back office solution composed of many specialised tools..

Execution period: 6 months.

Advantages:

- *Standardisation and optimisation of workflows*
- *Flexibility and adaptability in solutions for new requirements.*
- *Obtaining global analytical reports.*
- *Integration with web services and specialised software.*
- *Traceability and processes control.*

“Thanks to XML Process’ flexibility, we have been able to adapt our information systems to the company’s needs as the requirements change.”

Mr. Pedro Moragriega. Computer Systems Manager at BEM Spain.

CASE DESCRIPTION:

BEM España has provided various types of services in its agencies in the last four years. During this time, **XML Process** as its BPM (Business Process Manager) tool has played a key role as the core of its information systems, adapting to the new processes as the needs arise.

During this time the tool has controlled different functions, from the rates and invoices of telephone traffic, to the front-end itself for sending money orders from its agencies, or managing the electronic check-out with specialised companies like Moneygram.

XML Process has successfully integrated BEM España with all sorts of specialised software, including SAP, Microsoft Axapta and middleware systems through XML web services.

Currently, the tool solves specific requirements integrated in BEM’s IT platform while continuing to adapt to the client’s evolving needs.

