

An important collection company hired Bombieri to revamp their technology platform.

Bombieri's flexible approach supported the critical apps that handle thousands of transactions to help the Company meet their mission.



Background.

In 2010, Bombieri started to work with this company, that provides non-bank collections and electronic payment services in Argentina.

Initially, Bombieri was engaged on the business division of payments to companies but quickly switched to customer experience operations.

Building a scaled services model.

About 10 years ago, Bombieri started to work for this collection company through the implementation of an online platform to integrate itself to other companies.

This platform has been evolving and incorporating new integration partners with a very short time-to-market.

Quickly, Bombieri has become an important tech partner for this company. Bombieri's team developed a profound digital transformation through all the business processes.

Bombieri added value on different business areas by creating a digital ecosystem with many advantages, such as centralization of information, background processes speed-up, client attention optimization, and data error reduction. We also made it possible for this company to stay on the leading edge of technology.

Takeaways.

The relationship has prospered because Bombieri worked to understand the customer 's needs and culture. This is marked by the following values:

Working to find solutions: Bombieri worked to think outside the box and find solutions to problems that pained the customer.

Being flexible: Bombieri introduced its own agile team process but integrated it into the customer's existing waterfall process.

