

A premier group of hotels and casinos digitizes its entire credit approval process using Bizagi

Organization

The customer is famous for its chain of casinos spread across the globe. The customer wanted to simplify a credit approval process for its casino patrons by digitizing manual activities and improving quality of the overall process.

Challenges

The credit approval process required the use of multiple external systems to retrieve and update information manually and lacked a mechanism to manage and track end-to-end process.

- ✔ Manual approval process having multiple approvers and complex rules
- ✔ No structured process to adhere with the defined guideline5 and security audits prior to the credit approvals
- ✔ Use of discrete systems caused manual errors and accelerated time to complete the process
- ✔ No visibility of the status of patrons credit requests
- ✔ No reports/analytics to present useful data related to credit requests e.g. monthly summary
- ✔ Information leakage due to manual handoffs between different shifts

Solution

The Nividous team worked closely with the customer's team and built a robust solution having a dynamic, user-friendly and interactive UI. All the key processes were automated using Bizagi Platform.

- ✔ Developed process forms and validations with checklists to enforce due diligence activities
- ✔ Built a complex matrix, easily configurable for future changes for routing approvals
- ✔ Shift handover process automation with auto-generated emails
- ✔ Real-time integration between the external systems (the patron database and the central checking system)
- ✔ Single click reports creation and exchange of Information between different user groups
- ✔ Auto email notifications for approvals/clarifications to the defined user group

Shift Handover . View Pending Shift Requests

Shift Handover

Shift Handover By: Paul Dickens Shift Handover To: Please select..

Handing Over Shift: Morning Taking Over Shift: Afternoon

Name	Total Units	Available Units
Duty Phone	5	4
Ipad	10	9
Ipad Styles	5	4
Hotel Key Card	6	3

Remark

Save Send Shift Handover

For more information on how organizations in the other industries are using Nividous platform visit: <https://nividous.com/case-studies#others>

Benefits

