# appian

# Bank Reconciliation Automation

Telpark is a leader in the parking and mobility sector in Spain and Portugal, and a leading international company. With a presence in Spain, Portugal, Andorra, and Turkey, Telpark is responsible for more than 419,000 parking spaces that facilitate the movement of 150 million people every year.

Telpark collaborates as a partner with public administrations, urban management, and transport infrastructure providers. With a team of more than 1,900 people, Telpark is rapidly advancing in its digital transformation to guarantee transparency, accessibility to information, and real-time control of integrated parking management.

## The challenge.

Telpark's services in Spain and Portugal lever a very high volume of payments for parking services daily. Each payment generates an individual sales transaction associated with data collected by its control equipment and parking meters.

The reconciliation process is a vital part of the company's financial management: directly linking its revenue collection to revenue streams. It is a high-volume, low-value task that requires high levels of staff time (25,000 records at peak times), resulting in less time available for dedicated monitoring, analysis, and identifying discrepancies between items.

Until now, Telpark had not found a solution in the market that could automate the task to the standard they required.

## The Approach and Why Appian.

Concerned about the lack of efficiency in its reconciliation process, Telpark worked with Deloitte Intelligent Processes to consider options for streamlining and modernizing reconciliation. Appian was identified as the best solution to convert this manual and cumbersome task into a more agile and efficient process.

Telpark's expectation was that Appian would do the following:

- Automate a series of mechanical, low value tasks. The reconciliation task involved manually reconciling thousands of collection movements.

- Help Telpark streamline the execution of the process, making it faster and more agile to respond to the peak of activity that occurs at the end of each month.

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**Industry:**
Services (Parking and parking network management)

**Process focus:**
RPA automation in finance

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We decided to work with Deloitte because we were convinced that it is a leading company in the RPA sector and we also wanted to rely on another partner, Appian, because today we have certain needs and in the future robots will be much more complex. We are convinced that this Low-Code Platform has enough experience to be able to accompany us in this type of project.

Martín Costa Ivern
Chief Transformation Officer and Head of Strategic Planning, Telpark

## The Solution.

The solution that Deloitte and Telpark's finance department developed to optimize the reconciliation process perfectly coordinates human and robotic efforts in a unified workflow. Here's how it works:

A first robot, called FER-16, consults a master file with the information on the accounts to be downloaded. The robot downloads the bank movements of each account and subsequently analyzes them, applying a set of pre-established business rules and generating a Microsoft Excel file as the output of the reconciliation proposal.

A person from the financial team receives the reconciliation proposal, reviews it, and resolves any discrepancies. Once reviewed, the proposal is approved.

A second robot, called FER-17, performs the clearing by entering each reconciled item into the ERP system.

In this way, the solution allows the mechanical parts of the process to be automated, leaving the human team to focus on what is important: the review and validation of the reconciliation proposal.

## The implementation methodology.

Despite the complexity of defining business rules for the correct reconciliation of items, the solution was developed and operational in three months.

Such a fast development was possible thanks to the Appian Low-Code Platform. It enabled the reuse of preexisting components and automation parts, which drastically reduced development times and ensured the robustness of the solution.

In the future, the reuse of components will also mean that the same development and the underlying business logic can be applied to similar processes elsewhere in the company.

## The results.

The joint effort of Deloitte and Telpark for this automation initiative has quickly demonstrated its impact on the business:

- Between Spain and Portugal, the solution is handling around 300,000 items annually.

- Around 70% of items are reconciled in an automated way using a set of around 2,300 business rules.

- People only have to focus on around 30% of cases that cannot be reconciled by the robot. As a result, the team can spend more time on analyzing the root causes of discrepancies and evolving the process by defining new reconciliation rules.

In short periods of time, multiple items were accumulated to be reconciled manually in a task that was perceived by the team as low added value—Appian's solution has allowed us to dedicate our time more efficiently to analyzing, monitoring, and improving the process.

Raul Pascual
CFO, Telpark

Appian's technology and Deloitte's support in the development of the solution has allowed us to improve the reconciliation process, which is now much more agile, better coordinated, and provides us with clear and centralized information.

Ana Muñoz Novillo
Senior Treasury Technician, Telpark

In addition to the direct savings, Telpark has seen a number of added benefits, such as streamlining tasks and eliminating low value-add tasks.

For the finance team, it was essential to optimize time, especially during the monthly closing period, when peak workflows occurred. Before the deployment of the solution, thousands of transactions had to be manually reconciled in a short period of time. Now, team members can focus their efforts on resolving discrepancies. Data is unified, sorted, and easily accessible, providing greater visibility into the outcome of the reconciliation. This means process managers can analyze discrepancies to understand and resolve their causes, evolving the process, making it more accurate, and allowing the team to invest time in continuous improvement.

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**For more information, visit: appian.com.**



It was a job that nobody wanted to do. Having shown that reconciliation can be done in a smarter way leaving us time to really manage the process is what working with Deloitte and Appian has given us. We had been trying for years.

Rubén Sánchez
Senior Accountant and Management Control Technician, Telpark

# Deloitte.

Deloitte provides audit, consulting, tax, legal, transaction and restructuring advisory services to national and multinational organisations in the main business sectors. With more than 345,374 professionals and a presence in 169 countries around the world, Deloitte focuses its services on business excellence, training, promotion and the promotion of human capital, thus maintaining its recognition as the leading professional services firm that provides the best service to its clients.

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Appian helps organizations build apps and workflows rapidly, with a low-code platform. Combining people, technologies, and data in a single workflow, Appian can help companies maximize their resources and improve business results. Many of the world's largest organizations use Appian applications to improve customer experience, achieve operational excellence, and simplify global risk management and compliance. For more information, visit **www.appian.com**.



The possibility of incorporating the robot as another worker in the workflow process, this unification of two worlds, an RPA robot that is executed from the BPM, is really revolutionary.

Paula Arauzo
Intelligent Processes Area Manager, Deloitte