



Credi Q
San Salvador, El Salvador
www.grupoq.com

Industry
Banking

Products and Services
Car loans

Employees
>500

SAP® Solutions
SAP Digital Business
Services organization,
SAP® ActiveEmbedded services,
and SAP Enterprise Support
services

Gaining the Competitive Edge with SAP® Digital Business Services

Part of the world-leading Grupo Q enterprise, Credi Q continuously strives to position itself as a front-runner in the banking industry by supporting its customers in both acquiring and paying back their car loans. Using SAP Digital Business Services, including SAP ActiveEmbedded services, the company has successfully completed a complicated implementation that makes customers happy by helping them to realize their dream of buying a car.

Before: Challenges and Opportunities

- Go live with an intricate system implementation and avoid delays and false starts
- Minimize any issues ahead of the go-live date
- Increase collaboration with customers and prioritize their needs

Why SAP

- Experience as a highly trusted, go-to advisor for a successful implementation
- Ability to closely collaborate with the services and support teams at SAP to alleviate potential problems and reduce risk

After: Value-Driven Results

- Implemented a successful contract lifecycle management and contract accounts payable solution for managing financial and digital needs
- Facilitated a smooth go-live using SAP ActiveEmbedded services
- Improved efficiency
- Provided enhanced services for customers

“Thanks to SAP ActiveEmbedded services, we achieved a smooth go-live for a very complex implementation. Its success has made a world of difference for our employees and customers alike.”

Juan Carlos Juarez, CIO, Grupo Q



Increased

Customer satisfaction

Improved

Business processes through faster performance and greater efficiency

Enhanced

Services to make buying a car easier