



**SUPERVIELLE**



**AMERICAS ALL-STAR**

## **Banco Supervielle Utilizes Automation To Streamline Operations and Ensure 100% Compliance**

Banco Supervielle has been shaping Argentina's financial landscape for more than a century. Early on, the bank pioneered connectivity by installing their own telegraphic line between Uruguay and Argentina, an innovation that enabled real-time information exchange long before the digital age. Today, that same spirit drives their transformation. Banco Supervielle uses technologies like artificial intelligence (AI) and automation to reimagine processes, streamline complicated legal workflows and deliver faster, more reliable services to their customers.

58%

reduced processing time  
for judicial requests

43%

more cases processed  
in a six-month period

100%

compliance with  
government regulations

## Managing Legal Documentation With Precision and Speed

In Argentina's tightly regulated financial system, banks must navigate complex legal and compliance obligations while maintaining seamless service for customers. Institutions like Banco Supervielle are routinely called upon by courts and judicial bodies to execute legally mandated actions — such as freezing, releasing or transferring funds tied to lawsuits, debts or inheritance settlements. Each request must be processed accurately and within strict deadlines to remain in full compliance with regulatory requirements. As the volume of these judicial orders grew, Banco Supervielle needed a more efficient, reliable way to manage them to ensure compliance with the courts and a consistent, transparent experience for customers.

## Automation Learns, Adapts and Delivers Results

Five years ago, Banco Supervielle implemented SS&C Blue Prism and has automated more than 100 processes across the organization, building a strong foundation for scaling intelligent automation (IA) into complex, high-impact areas like judicial operations and loan disbursement. Automation has transformed how judicial notifications are received, interpreted and processed. SS&C Blue Prism digital workers integrate natural language processing (NLP) and machine learning (ML) to manage judicial requests end-to-end without any manual intervention. Digital workers connect directly to government and court systems, identify the type of legal order received, perform the necessary account checks, generate the appropriate legal response letter and submit it through the correct channel — whether by automated platform or email — before closing the case and producing a final report.



**The success of the judicial notification automation has demonstrated the potential for intelligent automation to enhance compliance, reduce risk and improve operational efficiency across the organization. Beyond legal operations, the bank is integrating automation with AI and machine learning models to enhance its ability to anticipate people's needs and deliver simpler, more agile and personalized solutions."**

**Mariana Dominguez**

RPA Lead,  
Banco Supervielle

## FINANCIAL SERVICES

### LEGAL

The system's ability to self-adapt allows digital workers to learn from every interaction, continuously refining their responses to new document formats, terminology and procedural variations. Over time, this self-improving capability has enhanced accuracy, ensuring consistent compliance across thousands of complex legal requests. In addition, embedded analytics enable predictive legal risk assessment, allowing Banco Supervielle to proactively detect potential compliance issues before they arise.

By combining automation and AI, the bank achieved a 58% reduction in processing time — cutting average response times from 12 minutes to just five — and increased case-handling capacity by 43% during a six-month period. This surge in efficiency allowed the legal department to cut overtime, reduce operational costs and maintain 100% compliance with judicial deadlines, eliminating the risk of penalties. Clients now receive faster resolutions to court-related inquiries, reinforcing trust in the bank's reliability and transparency. Internally, legal teams

are freed from administrative workloads to focus on strategic legal counsel and risk management. Enhanced traceability and automated reporting ensure every judicial request is accurately logged and auditable.

Along with their success in automating judicial workflows, Banco Supervielle has applied SS&C Blue Prism to overhaul their loan disbursement process. By automating the entire cycle — from application to settlement — the bank increased capacity by 468%, handling up to 25,000 loans monthly without adding staff. Processing times dropped by 80%, enabling faster financial access for customers while improving compliance, data traceability and decision support.

Next, Banco Supervielle plans to extend their automation strategy into AI-driven credit analysis for corporate clients by combining AI for data insights with intelligent automation for reporting and information compilation.



**We plan to expand our automation program by incorporating SS&C Blue Prism's AI agents. We are evaluating business cases, features, and optimal environments for their implementation, with the purpose of driving a new generation of intelligent automation focused on the future and enhancing the value we deliver to our teams and customers."**

**Mariana Dominguez**  
RPA Lead,  
Banco Supervielle



**Start your digital transformation journey by speaking with one of our automation experts.**

Email us at [bpm-contact@sscinc.com](mailto:bpm-contact@sscinc.com) to learn how SS&C Blue Prism can help your organization realize transformational business value with intelligent automation.

**SS&C Blue Prism fuels the world's most complex businesses with agentic automation that's trusted, tested and ready to run.**

Backed by SS&C Technologies, a \$25 billion enterprise, we fuse advanced AI-driven software with deep industry expertise to turn agentic from idea to impact. Our agents operate where it matters most: in high-stakes, high-compliance environments across banking, healthcare, insurance and asset management and 70+ other industries. With built-in governance, proven execution and a straight line to value, we help enterprises work faster, safer and smarter. As our own "customer zero", we power over \$4 trillion of SS&C customer assets with the same engine we deliver to our customers.

**We make agentic AI operational.**

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