

Success story

Implementation of technical solutions for the management of the operation of the response process for Petitions, Complaints and Claims (PQRs) of the population victimized by violence

Social Action Agency



Technological innovation supporting operational management

Management of large volumes and flows of information with agility



Corporate Challenge

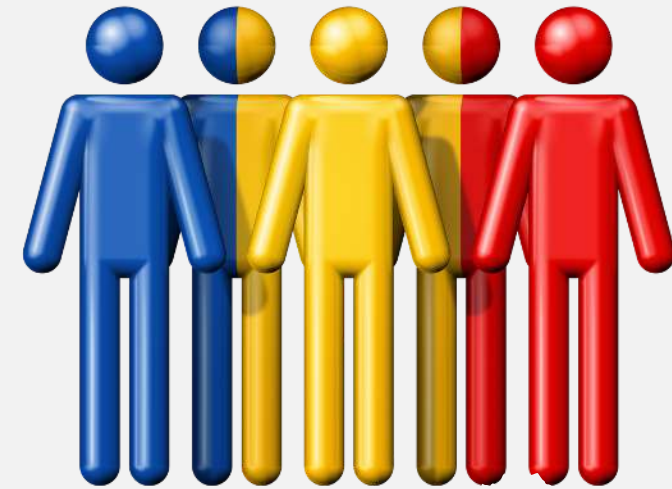
The UARIV, is an administrative unit created in 2011 as a decision of functions of the old SOCIAL ACTION Agency in two entities: UARIV focused entirely on the repair process of victims of violence in Colombia and the department for Social Prosperity (DPS), dedicated to other assistance programs of the Colombian state. The UARIV manages an annual budget that exceeds \$1Billion.

UARIV (Accion Social at the time), counted on PQRs operation with about 200 people, an error rate over 10% and a response time not including printing and enveloping of the responses of about 13 business days, for about 3,000 daily writings received.

What SMX Services & Consulting Inc. Did

Implemented a technological solution for the management of the PQRs operation that managed and supported the projection of responses for more than 1.6 million writings, at a rate of up to 5,000 daily writings, with 35% less staff and in 42% less time with an error rate of less than 4%.

The final technical solution was based on SMX tools for the information management in organizations



Value in the customer experience

SMX, chosen as operator of the response process to petitions, complaints and claims (PQRs) of the population victims of violence, supported by a technological tool that allows it to manage large volumes and flows of information with the agility that the situation of its target population demanded.

" Supporting organizations with useful technological solutions to their challenges"