



01. General Information

Client	Project
Client Name: Société Générale Algérie	Project Duration: 6 months
Country: Algeria	Project Type: digitalization of a business process
Industry: financial institution, bank	Contract Type: fixed-price

02. Client Challenges

Import Documentary Credit (CREDOC) is the leading banking product in Algeria, accounting for over 40% of Net Banking Income. However, it carries high risks, as fines for errors amount to five times the value of the CREDOC, with some banks having faced penalties of several billion dollars imposed by the Central Bank. Société Générale Algérie (SGA) faced a dual challenge: (1) Implementing strict regulatory compliance by reinforcing controls, and (2) Accelerating the processing of CREDOC files to become the market leader.

03. Kepler Technologies' Mission

- **Diagnosis:** analysis of challenges, existing processes, and business requirements
- **Design:** co-development of the target process with the bank, incorporating best practices tailored to its specific context, leveraging Kepler Technologies' 10+ years of experience
- **Process Digitalization:** project oversight, execution, testing, deployment, and change management

04. Key Competencies Involved

Technical competencies	Interpersonal competencies
<ul style="list-style-type: none">➤ Project Management: organization and supervision➤ Analysis: flowcharts, functional specifications, workshops, and mockups➤ Development: Jira➤ Quality Assurance: test planning and execution	<ul style="list-style-type: none">➤ Communication: Confluence tools, Kepler Technologies' communication plan➤ Agility: real-time review and validation of specifications (Kepler Technologies expertise)➤ Organization: Kepler Technologies' project model

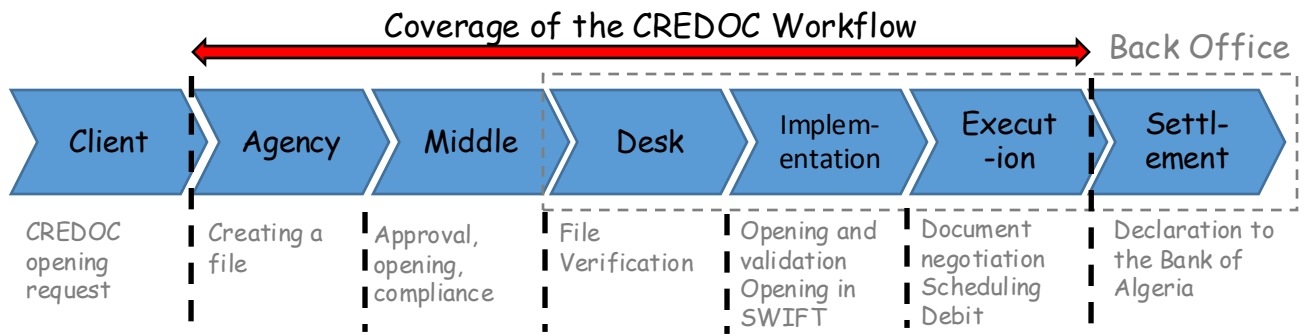
05. Kepler Technologies' Team

First and LAST NAME	Role
Cyril CRICHTON	Associate Director



06. Scope

The project focused on the digitalization of the Import Documentary Credit (CREDOC) processing for Société Générale Algérie's clients. The process begins with the submission of a CREDOC opening request at a branch, involves the bank's middle and back office, and concludes with credit disbursement to the client's account.



Through automated reading and processing of MT700 messages from the corresponding bank, currency and amount controls were fully automated. Notifications sent to clients at key process stages enhanced customer satisfaction and reduced inbound calls. To eliminate duplicate data entry, the process was fully integrated with the Core Banking System, ensuring synchronization of customer records and CREDOC data. Additionally, the system was linked to the corporate directory for password synchronization.

07. Project Plan & Methodology

Communication & project management process

In line with the bank's requirements, the project was delivered using the Waterfall methodology. Kepler Technologies facilitated monthly steering committee meetings and weekly project meetings in person in Algiers.

08. Client Benefits

- **Eliminate fines (which can reach five times the CREDOC amount in Algeria)**
- **Become the only Algerian bank capable of processing international trade operations in under 48 hours**
- Ensure compliance with internal procedures and regulatory requirements
- Track the status, priority, and assigned operator for each case
- Guarantee complete traceability of CREDOC files
- Alert the designated ad hoc manager in the event of anomalies
- Notify clients via SMS about their file's progress
- Monitor and improve performance in terms of processing time and volume
- Measure internal and external service commitments