

COMARCH



Comarch Factoring Platform Implementation at Bibby Financial Services

Case Study

Dossier

Company:



Industry:

Invoice Finance / Factoring

Implemented solution:

Comarch Factoring Platform

Solution supplier:

Comarch

Project start:

August 2022



Introduction

Bibby Financial Services (BFS) was looking for a modern and scalable factoring system that could meet the company's growing operational and strategic requirements. The choice fell on Comarch Factoring Platform (CFP), continuing the successful collaboration between both companies. BFS opted for this solution to streamline processes, increase operational efficiency, and tailor the system to specific market needs.

Key Objectives

Bibby Financial Services needed to modernize its factoring system, which no longer met its expectations in terms of flexibility, efficiency, and development potential. A key challenge was adapting the system to BFS's specific business requirements, including complex currency conversions and integrations with external tools such as RiskFactor.

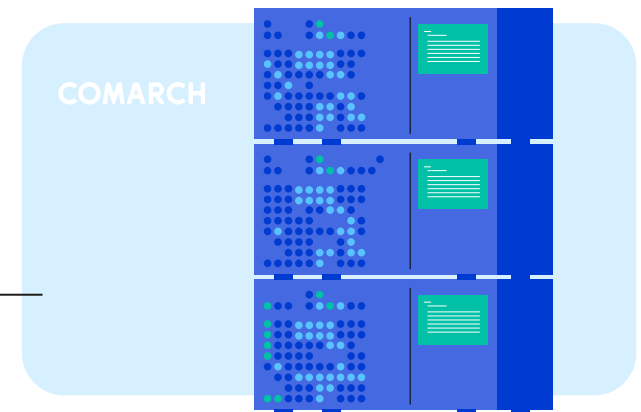
BFS selected a customized CFP product version to meet their specific needs. During the project, key decisions were made regarding which customizations would form the MVP for the production launch in December 2024.

BFS opted for Comarch Hosting, thus eliminating the need to manage infrastructure and application upgrades. Data Recovery Tests are being conducted annually to ensure maximum continuity of operations.

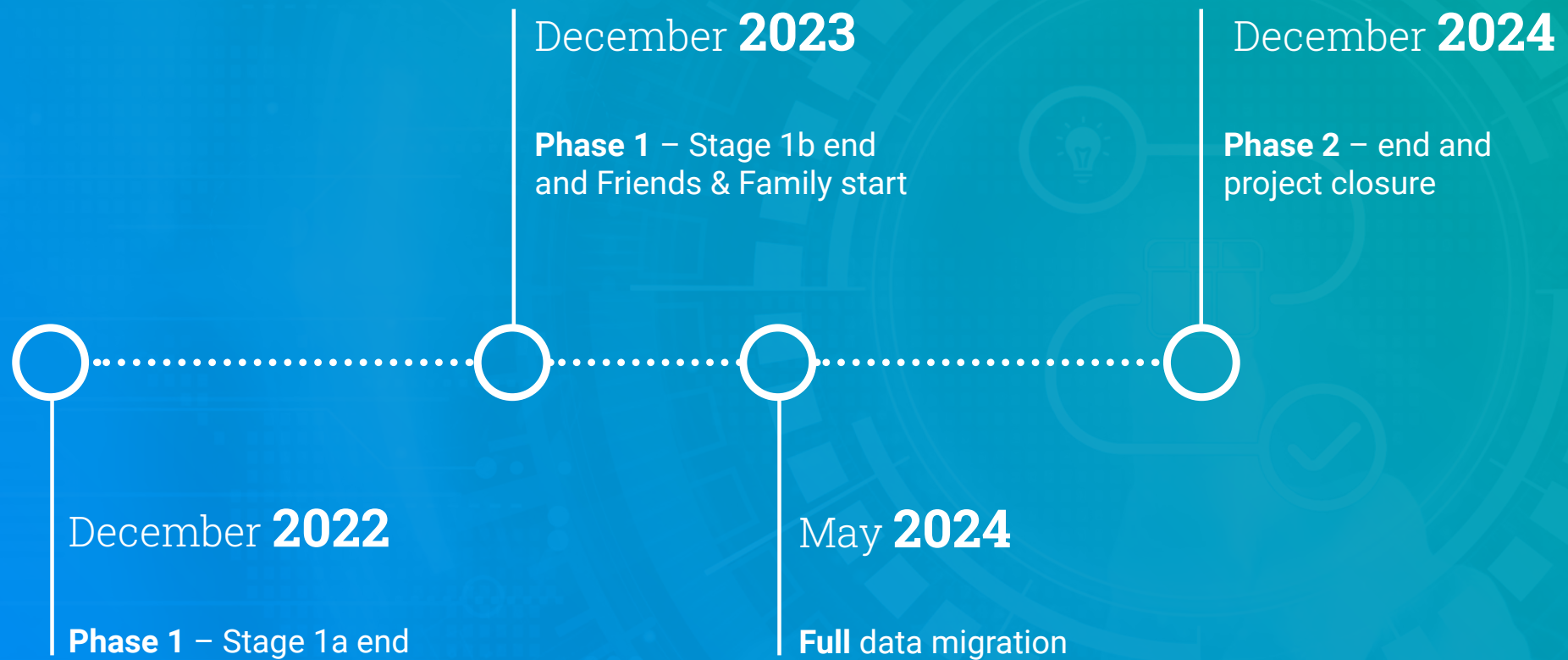


Modernizing existing factoring solution to meet expectations in terms of **flexibility and efficiency**

Switching to Comarch Hosting **to eliminate the need of managing infrastructure**



Project Timeline

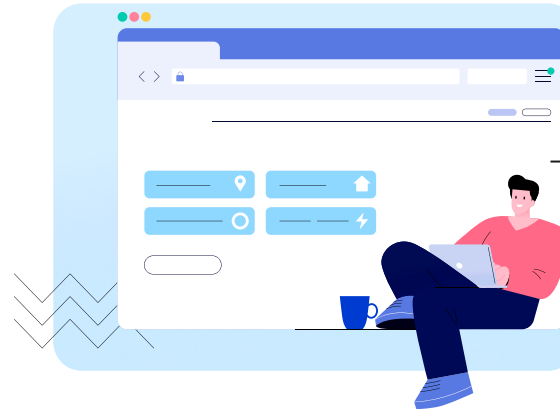


Project Challenges

One of the project's main challenges was that BFS opted for a significant number of customizations that would fit its precise requirements, including complex currency conversion – a major topic – and individual integrations such as RiskFactor.

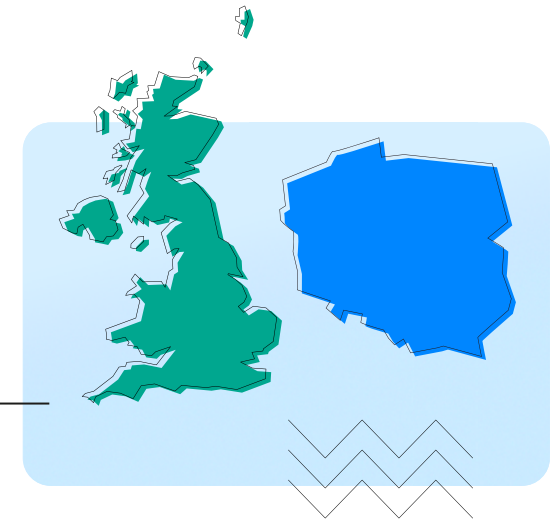
The second great issue was dealing with high project management turnover, with BFS having four PMs and Comarch two PMs throughout the project lifecycle, as well as managing stakeholders from both the UK and Poland, involving group-level and regional representatives from BFS.

The project was initially managed using the Waterfall methodology, while Comarch internally adopted an Agile-Scrum approach. Ultimately, the project transitioned to a hybrid model, with Scrum fully implemented post-go-live.



Significant number of **customisations and individual integrations**

Managing the project with many **stakeholders from UK and Poland**



Hybrid project methodology approach – **Waterfall + Agile adoption**

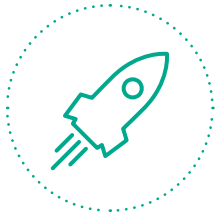


When we started the project, we had over 600 requirements defining how the system should work. Initially, we were convinced we needed a fully customized solution. But once we explored the Comarch Factoring Platform and joined the functional workshops, we realized many of our expectations could be met in a smarter, more efficient way – often without any customization at all.

Ewa Gawrońska-Micuń

Head of Strategic Marketing and Product for CEE Region,
Country Manager Poland, Bibby Financial Services

Project Results & Lessons Learned



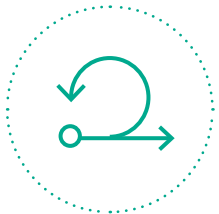
Speed to Market

It was crucial to **implement the CFP product as quickly as possible** rather than wait for all customizations to be completed before going live. The core product already provides a competitive edge over factoring companies that do not use CFP.



Comarch Hosting

The hosting option **provided by Comarch** proved to be both convenient and efficient, enabling quicker issue resolution.



Scrum Efficiency

Adopting Scrum at Comarch has proven effective, leading to smooth, **efficient project execution** that benefits the client.



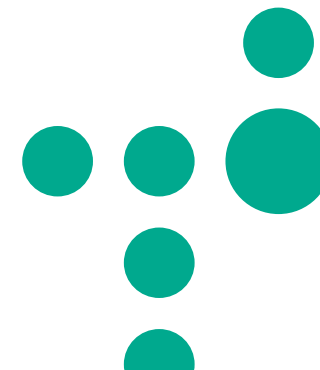
User Experience

The **transition to the new front-end** was seamless and intuitive for BFS customers, ensuring a smooth adoption.



Minimal Training Required

Following the CFP implementation, **no dedicated training sessions were necessary** for BFS staff. They were able to use the platform effortlessly, with any questions addressed by the BFS team members involved in the implementation or Comarch analysts.

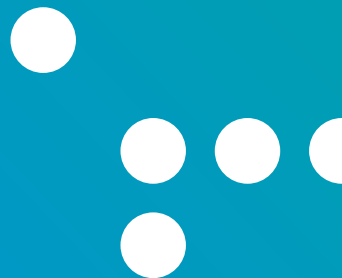




The project was complex from the start — with frequent changes in project managers on both sides, dispersed teams in the UK and Poland, and a long list of business-specific requirements. It wasn't always smooth, and we had to make tough decisions along the way. But what stood out was Comarch's ability to stay flexible and responsive in this environment. Despite the challenges, we reached a working solution that meets our operational needs and sets a foundation for future growth.

Ewa Gawrońska-Micuń

Head of Strategic Marketing and Product for CEE Region,
Country Manager Poland, Bibby Financial Services





Bibby Financial Services and Factoring Services Development

Bibby Financial Services is one of the leading providers of factoring services, offering financing solutions for businesses worldwide. By implementing the Comarch Factoring Platform, BFS Poland strengthened its market position and gained a modern tool for managing client financing.



More information about BFS services can be found at:

<https://www.bibbyfinancialservices.pl>

COMARCH Factoring

Comarch Factoring Platform

Comarch Factoring is a next-generation platform designed to elevate receivables financing with a focus on exceptional customer experience. Offering seamless automation, cloud-ready scalability, and support for various financing models, it enables businesses to manage liquidity efficiently and build stronger relationships with their financial partners.

COMARCH