Centralizing Process Management and Optimizing Digital Archiving for Banks and Financial Institutions:

Case Study & Practical Process Example

Soft Xpansion GmbH & Co. KG

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In various large-scale banks and financial institutions with a wide and global client base, Soft Xpansion has successfully carried out several consecutive projects to centralize the process management including digital archiving procedures. In general, with this complex goal on the agenda, Soft Xpansion realized professional solutions for fundamental tasks like

- Provision of access to all necessary information for the employees of the central department by setting up a centralized electronic archive
- Standardization of processes and setting up a flexibly customizable process control system
- Implementation of a powerful quality assurance infrastructure by defining KPIs and providing monitoring tools
- Adherence to the SLAs between the bank´s front and back offices, between the bank and its clients and setting up an automatic time control system for the task fulfilment

The projects carried out by Soft Xpansion rest upon a core solution that consists of three modules: Process Management, Electronic Archive, and Paper Archive Management. It is based on the EMC® Documentum® platform. Each module contains the standard settings for its typical tasks and can be adapted to specific client requirements. Either the whole system or individual modules are available for implementation. The modules can be integrated with the client's software that is already used. The core solution supports multi-platform (individual components can be deployed on Linux, Windows, AIX, Solaris) and horizontal scaling. In addition, the solutions may comprise a scanning subsystem with OCR support and/or a full text search subsystem for the document contents.

Case Study: Solution for a Bank of the Raiffeisen Bank International AG Network

In the projects, often the centralization of banking processes was one of the required tasks. Analyzing the implemented projects at a bank of the Raiffeisen Bank International AG Network, the solution and its specific results for this bank may be illustrated as follows: Before centralization, 260 operational employees served in the retail business processes. Additionally, exceeding of SLA time (time to process a request in the Back Office) amounted to 60%, with a return level of requests from Back Office to Front Office, due to insufficient information or further necessary enquiries, of 35%. The effectiveness of FTE working time was 40%. In an intermediate stage, which conducted centralization steps but lacked a strict process management, the amount of operational employees that were required in the retail business processes could already be reduced and effectiveness was increased. In the final step, which implemented centralization and a deployed process management, the exceeding of SLA time was reduced remarkably to only 15%, the return level was reduced to 20% and the effectiveness of working time was 80%. Moreover, from then on only 150 operational employees were required in the retail business processes and the redundant employees could be assigned to other tasks and departments of the bank.

Practical Process Example: Handling a Complete Early Mortgage Repayment

Handling a complete early mortgage repayment has been streamlined in three steps to optimize the process of credit repayment, accounts check (credit, interest and potentials fines), closing accounts and getting the mortgage out of pledge:

Before the start of the project, the process was decentralized and employees of each branch carried out the tasks, with the work organized according to the specific rules of every single branch. Moreover, personal ties and preferences determined the task priority. As a result, no full control of the SLA and of the process quality had been possible. Then, in an intermediate stage, the project team installed a centralized back office to coordinate the communication between the departments and the branches. With the centralized process at this stage, the bank achieved unification of the rules, but work still followed the rules of the branches and the return rate was still high. Moreover, similar tasks from different processes were assigned to several groups of employees, and tasks like priority setting, control and reporting were performed manually.

In the final stage, the process has been fully centralized and controlled by a process control system that organizes tasks in queues. Only one employee can receive a task, and gets the next task from the queue only after finishing the previous one. The system determines priority and the sequence of process sub-steps. In order to minimize the return rate, the project team configures automatic checking and tips for the office staff. Additionally, they installed automatic reporting to control KPI's, SLA and the task fulfilment term.

Soft Xpansion has prepared a **comprehensive presentation of the whole core solution**. It combines on the one hand general information on the solution modules (Electronic Archive, Process Management, Paper Archive Management) and on the other hand a practical description of the module implementation at one of the clients, a bank of the Raiffeisen Bank International AG Network.
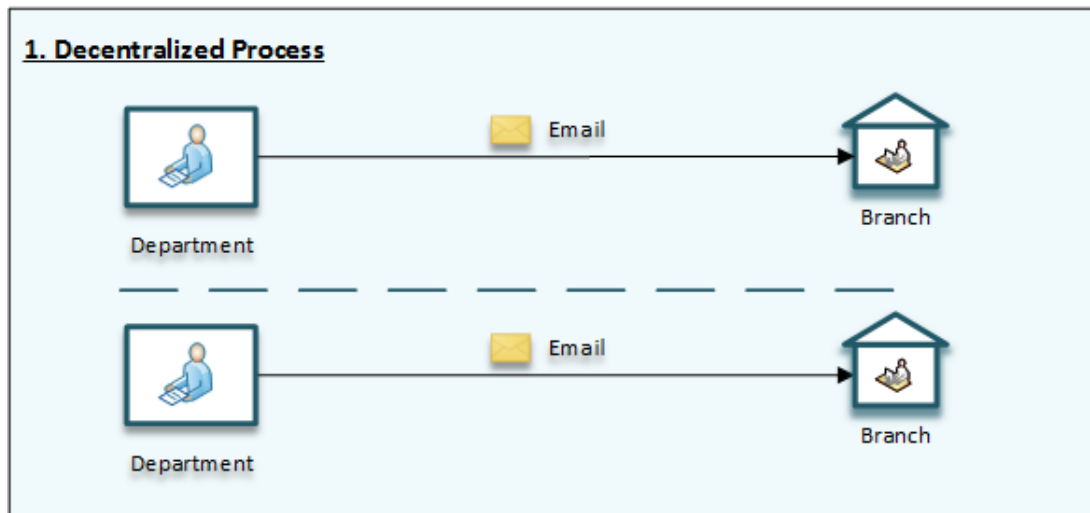
The next page shows a graphic representation of the three steps. The benefit visualized in the final step is that once the process management system runs, there is no longer need to send e-mail, but all communication is carried out through and via the system.
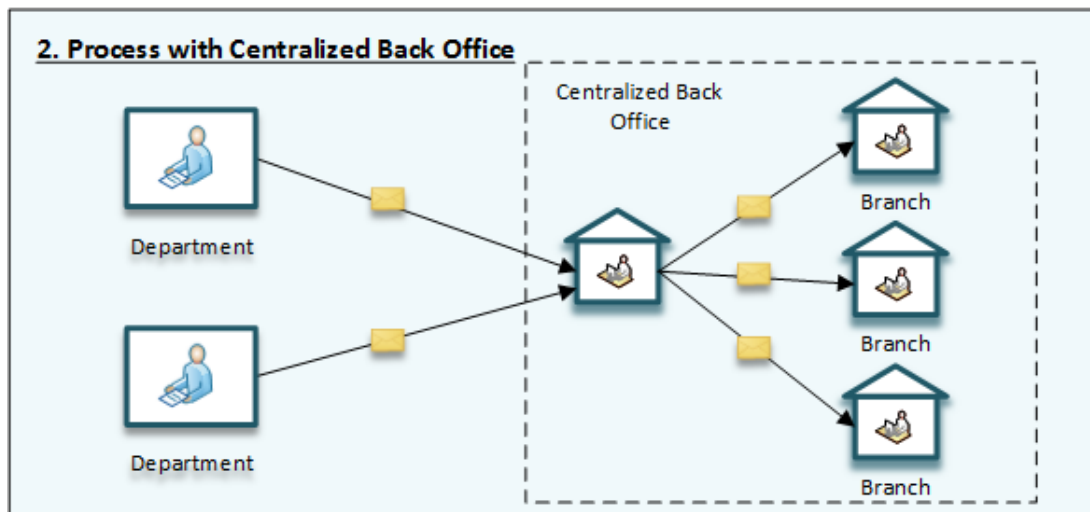
Solutions for other Banks

Soft Xpansion has realized similar solutions at ING Bank (Central & Eastern Europe), BNP Paribas Group (Ukrsibbank Ukraine) and ProCredit Bank Georgia. In all cases, the project teams fully tailored the solutions to the specific client requirements.
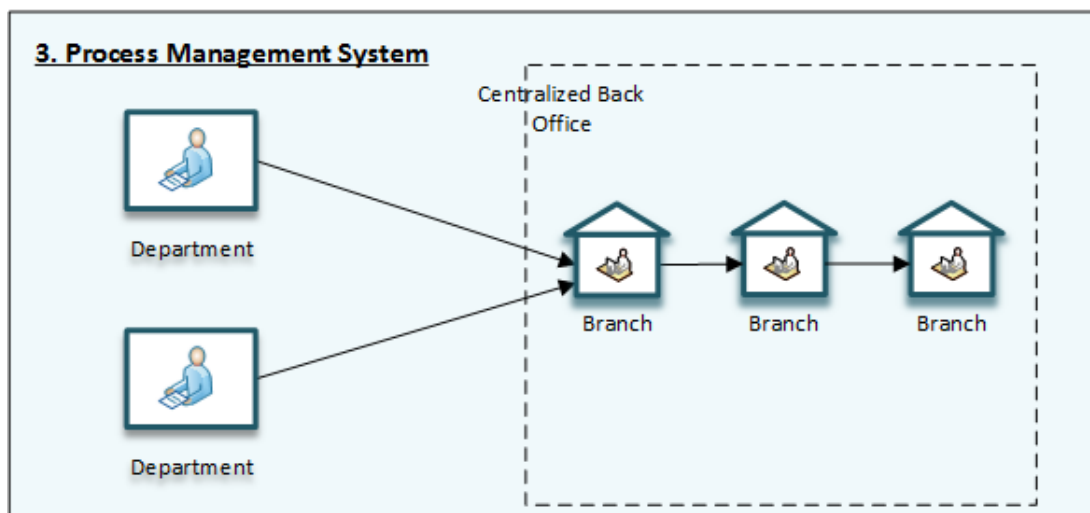
Complete Early Mortgage Repayment

1. Decentralized Process

Department — Email → Branch

Department — Email → Branch

2. Process with Centralized Back Office

Centralized Back Office

Department → Branch
Department → Branch
Branch

3. Process Management System

Centralized Back Office

Department → Branch → Branch → Branch
Department

About Raiffeisen Bank International AG Network

Raiffeisen Bank International (RBI) considers Austria as well as Central and Eastern Europe (CEE) its home market. In Austria, it is a leading commercial and investment bank for the country's top 1,000 commercial customers. In CEE, its subsidiaries cover de facto the entire region: 14.9 million customers are serviced in almost 2,700 business outlets in the corporate and private customer segments as well as in investment banking. In addition, RBI appeals to wealthy private customers with services in the areas of Premium Banking and Private Banking in selected countries of the region.

About Soft Xpansion

Since its foundation in 1995, Soft Xpansion is a specialized software manufacturer and solution provider with global activities. The product range includes solutions (powerful standard desktop software and apps, innovative software development kits and flexible, individual programming) in the core areas DMS/ECM solutions and PDF technology. The company looks back on more than 20 years of experience in the IT sector. The expertise covers all steps for standard applications and for individual projects – market and requirement analyses, conceptual design, development, deployment/implementation, support and advancements. The clients come from all over the world. Soft Xpansion is headquartered in Bochum, Germany.

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