



Business process automation in Banking & Finance Industry

Find out why Bank 11 chose Camunda BPM and learn more about their challenges during implementation.



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The implementation of the project was carried out by internal and external development teams of Bank11 and IKS Gesellschaft für Informations- und Kommunikationssysteme GmbH under the technical and methodical management of PLEUS Consulting.

The following case study is based on the interview conducted with **Andre Thomas** (Head of Organization and IT, Bank11) and **Wolfgang Pleus** (PLEUS Consulting, IKS).

About Bank11



2011

established in Germany



5000

**car dealers - contracting partners
of the company.**



Bank11 is a credit institution founded in 2011 with headquarters in Neuss, Germany. It specializes in sales financing for the medium-sized car trading business.



The Bank offers attractive financial services and insurance. More than 5,000 car dealers are contracting partners of the company. Additionally, private clients can open daily savings accounts and checking accounts.

Problems faced by the Bank11 before the implementation of Camunda BPM

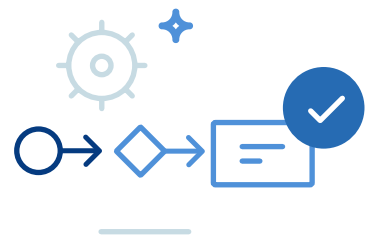


Until now, central, business-critical processes for lending were implemented using standard software. However, these are not suitable for strategic development and no longer optimally supported the application process.

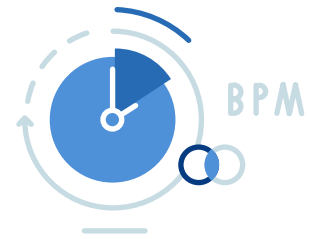


In addition, Bank11 did not use established BPM, instead their workflows were hard-coded in various systems. Only team experts had the necessary knowledge about the processes which were not mapped with BPMN. This occasionally led to misunderstandings and ambiguities between the individual departments.

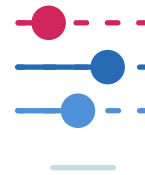
We had the need to clearly define and automate processes in order to achieve a high automatic decision making rate.



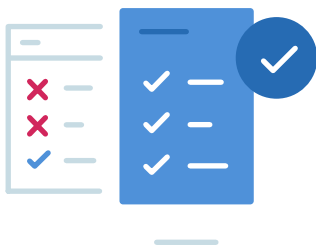
Processes in Bank11 integrate numerous internal as well as external services, e.g. the Schufa audit for the execution of qualified credit decisions. In addition, it was important for Bank11 team to implement the project quickly so that it can be used productively in workflows.



Furthermore, Bank11 set large goals in the usability and flexibility of the potential software and this could only be achieved by self-development.

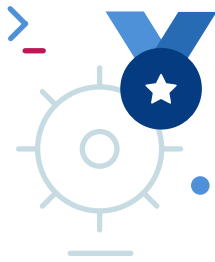


Which BPM software to choose? Why did BANK11 choose Camunda BPM?



At first IT department was considering conducting the project without any process engine. In addition, other BPM products were compared to Camunda BPM, but IT team finally opted for Camunda BPM because this software meets all requirements set by the team.

As well the following advantages of Camunda BPM made Bank11 decisive:



Top Support



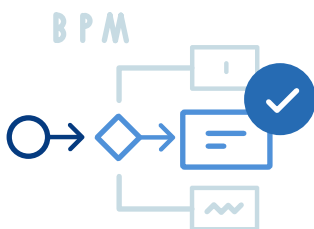
**Direct contact with
Camunda technical
specialists**



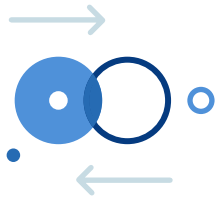
**Camunda's customer
proximity**



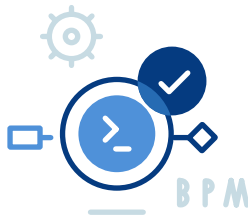
Even before implementation of the project, Camunda was able to help Bank11 with the initial process analysis in a very competent manner. Bank11 then introduced Camunda's supported BPMN 2.0 standard as a visual language for it's agile team.



Thanks to BPMN, the team was able to develop and map processes in interdisciplinary workshops, involving both subject matter experts as well as software engineers. With Camunda BPM the BPMN 2.0 models are then technically executed.



Camunda was also very well integrated into open source middleware of Bank11 (i.e. JBoss EAP Cluster), this made it possible to use technical service landscape very precisely.

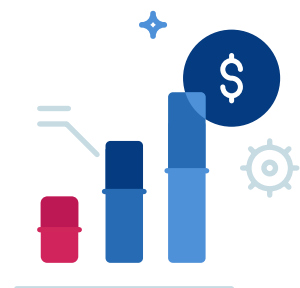


The combination of Camunda BPM and a sustainable service landscape according to PLEUS Consulting's Sustainable Service Design approach works perfectly. Reusable software services are orchestrated by Camunda BPM and thus combine to form a flexible and modular overall solution.



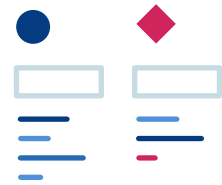
Challenges of implementing BPM software

One major challenge was the process evolution and migration of existing processes. Bank11 strategy was to let the persistent processes run out and to migrate business data without processes.

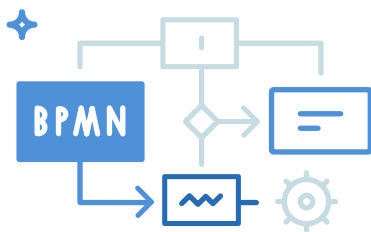


In addition, workflow control was limited by user tasks and groups, each user should always be able to access all User Tasks and restrict them via flexible filters.

Bank11 have implemented a task control based on Solr, which was well combined with Camunda BPM. Moreover, process analysis and automation had to be carried out within an agile and interdisciplinary team.

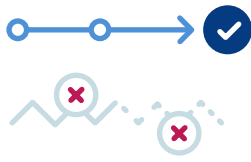


Why the visual process language BPMN 2.0 was so important?



The visual process language BPMN 2.0 has helped the company simplify communication between developers and domain experts.

As part of the agile process, the process definitions and service interfaces are incrementally developed and improved in interdisciplinary workshops.



A big advantage of Camunda BPM is that BPMN 2.0 can be executed directly after the technical enrichment without a transformation break.

Implementation results

Strong improvement in understanding the processes throughout different departments

Bank11 now handles a large part of the core business via automated processes with Camunda BPM

Great integration of various services with flexible and a comprehensive solution



Bank11 now handles a large part of the credit decisions (core business) via the new system with Camunda BPM. The central processes for lending are standardized with a high degree of automatic decision making.



The system stability for these core processes is extremely high, even with very high load.



The success of the project is so great that Bank has already started other projects with Camunda BPM on the same technical and methodical basis.



„We finally chose Camunda BPM because this software meets all our requirements.“

Andre Thomas

Head of Organization and IT, Bank11

„The success of this project is so great that we've already started further projects with Camunda BPM.“

Wolfgang Pleus

PLEUS Consulting, IKS

Interested in implementing Camunda BPM in your company?

Let's talk!



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