

opentext™

Success story

PT. Bank Mega

Industry

- Financial Services

Solutions

- OpenText™ Content Suite
- OpenText™ Capture Center

Partner support

- PT. iForce Consulting Indonesia

Results



Digitized workflow, now a one-step, transparent process



Reduced error margin to virtually zero



Enabled instant collaboration between head office and 368 retail branches



Implemented strong governance and audit processes to improve annual audit process



PT. Bank Mega digitizes to set the standard for customer excellence and accelerate processes

Indonesian bank uses OpenText to accelerate banking processes, improve compliance and enhance customer experience

"We want to serve our customers with flexibility. With OpenText, we've resolved something relatively straightforward, yet critical to business."

Y.B. Hariantono
Operations & IT Director
Bank Mega





PT. Bank Mega digitizes to set the standard for customer excellence and accelerate processes

Based in Jakarta, Bank Mega is one of the leading banks in Indonesia, offering a variety of financial products and services in personal, corporate and private banking. Bank Mega serves more than 500 thousand customers located in Indonesia and 1.6 million credit card holders worldwide. To improve insight and efficiency across its 368 retail branches, Bank Mega selected OpenText, and OpenText partner iForce, to provide integrated Enterprise Content Management (ECM) solutions to connect processes and information sources.

As part of a group enterprise information management (EIM) transformation project, Bank Mega set out to digitally transform one of its critical processes: the Letter of Indemnity (LOI), a legal, financial document that allows Indonesian companies to send designated employees to transact on their behalf. Typically, cumbersome, slow and error-prone, completing the LOI process is required to avoid fraudulent activity, and to help with annual audits by the Bank of Indonesia. The process is critical within Indonesia's thriving business and consumer community, which largely conducts financial affairs via branch banking by multiple company representatives.

"As one of the first banks in Indonesia to digitize this process, we wanted to set a great example for customer excellence. It was important for us to choose the best technology and the best technology partner to help us succeed," explained Angga Wardhana, head of operations development at Bank Mega. ***"OpenText and iForce have helped us to set up a strong blueprint for us to transform our business processes."***

Previously, the process to complete the LOI involved numerous steps and paper handling, often causing customer frustration and business transactions delays. Now, with OpenText, branch employees simply scan the LOI document, save it as a PDF and send it to an email pool address. OpenText™ Capture Center (OCC) retrieves the document and captures and extracts index data using Optical Character Recognition (OCR). The documents are stored in OpenText™ Content Suite Platform and given attributes to enable easy search and retrieval by head office.

The bank digitizes the documents into its classification based on the customer information file. Using OCR and intelligent character recognition, OCC automatically captures metadata for document indexing. The bank employee validates the OCC result for the captured metadata.

Content Suite Platform, the foundation for OpenText Enterprise Information Management (EIM) offerings, is a comprehensive enterprise content management (ECM) system designed to manage the flow of information from capture through archiving and disposition. Content Suite ensures agile information governance to address an increasingly complex and dynamic regulatory landscape and the rapid growth of business information.

Already, the digitized LOI process is improving customer experience. Bank Mega's retail teams can now focus on its customers, knowing the warranty information they need is up-to-date and accurate.

With OpenText, Bank Mega has also ensured good governance by resolving a key administrative requirement: the untracked expiry of LOI documents. Now, notifications and reminders are sent to the relevant bank staff and individuals to alert them prior to expiry, to ensure all LOI documents are correctly maintained.

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The bank estimates it has reduced the error margin down to virtually zero, while also improving processing time of LOI documents.

Bank Mega is not stopping here. This specific but significant project has demonstrated the value of digitizing processes that capture and validate customer data. Given Bank Mega is renowned for its credit cards, digitizing the credit card application process could be game-changing for the company to increase its volume of applications each year.

“We want to serve our customers with flexibility. With OpenText, we’ve resolved something relatively straightforward, yet critical to business. Behind the scenes, having a digital audit trail for our operation and control process is invaluable and will improve our process effectiveness immeasurably. This is one of our digital transformation initiatives and we look forward to opportunities for future process reengineering with OpenText and iForce,” said Y.B. Hariantono, Operations & IT director at Bank Mega.

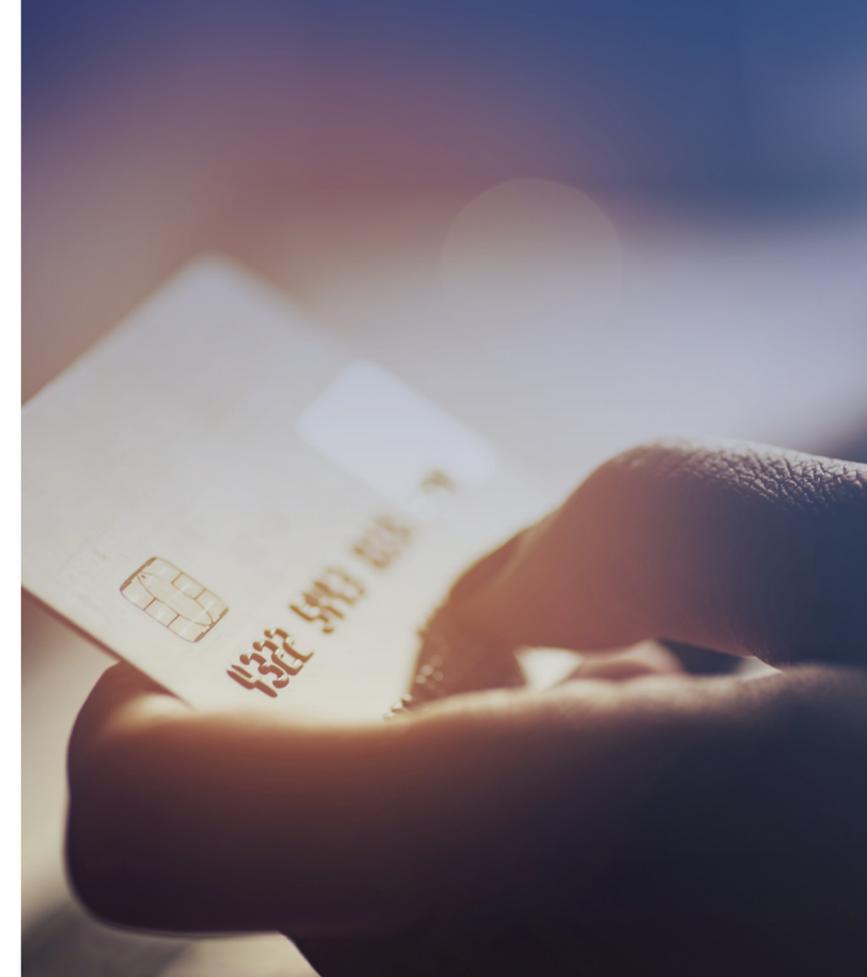
About Bank Mega

Bank Mega is one of the leading bank and largest card issuer in Indonesia under PT CT Corpora holding company (“CT Corp”). Bank Mega builds synergy with all retail companies under CT Corp to provide endless benefit for the customers and cardholders by enjoying discounted price items at all CT Corp retail units (Transmart and Transmart Carrefour, Coffee Beans, Baskin Robins, Wendy’s etc.)



About PT. iForce Consulting Indonesia

Based in Jakarta, Indonesia, iForce Consulting is a business technology firm that enables companies to achieve sustained competitive advantage through generating value that is visible, distinct and measurable. Since 2001, iFORCE has delivered an array of innovative solutions from high-transaction, fully-integrated eCommerce sites, enterprise information management to enterprise application integration and other enterprise solutions.



About OpenText

OpenText, The Information Company™, enables organizations to gain insight through market leading information management solutions, on-premises or in the cloud. For more information about OpenText (NASDAQ: OTEX, TSX: OTEX) visit opentext.com.

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