

Digital Loan Files Accelerate Processes at Commerzbank and Speed Integration of Acquisitions

Enterprise Information Management solutions from OpenText impress with high performance and process integration

Commerzbank is a leading bank in Germany and Poland. As a partner for industry, it also supports its customers in all relevant markets worldwide. Through its Private Customers, SME Bank, Corporates & Markets and Central and Eastern Europe business departments, it offers private and corporate customers and institutional investors the banking and capital market services they need. With approximately 1,200 branches, Commerzbank has one of the largest branch networks of German private banks and supports a total of nearly 15 million private customers, along with a million business and corporate customers. In 2012, its 56,000 employees achieved a gross profit of nearly EUR ten billion.

Commerzbank grew dramatically through the purchase of Dresdner Bank in 2010 and consequently continued to expand its private customer business, a segment had already seen a major increase with the takeover of Eurohypo, the property financier, a few years earlier. Commerzbank now oversees more than 800,000 digital loan files, encompassing the storage and administration of approximately 100 million documents.

Trying to integrate and manage such a large and growing number of widely varied files in highly structured, location-independent processes requires a far-reaching, comprehensive digital files solution. One that must also integrate seamlessly into the various

transaction-oriented systems and workflow management populating the rest of the organization.

Commerzbank was won over by the high performance and process integration of a digital loan file system based on the OpenText Suite for SAP®; so much so that the solution has been continually expanded as the client's needs have grown.

Digital files improve service quality

Whether a customer wants to apply for a new loan or arrange for more support during the loan term, they should receive quick and competent advice throughout

SECTOR

Financial services

CUSTOMER

Commerzbank AG

CHALLENGES

- The storage, maintenance, and transportation of paper files was expensive and slowed down the loan processes.
- Different file structures made standardized, cross-location processing more difficult.

SOLUTION

- OpenText Document Access for SAP® Solutions
- OpenText Archiving for SAP® Solutions

BENEFITS

- The digitalization of the loan files dramatically reduces the cost of paper archiving and transport, and accelerates cross-location processes.
- Full SAP integration and the extremely high speed of the solution guarantee user-friendliness and user acceptance.
- Workflow management and deadline monitoring accelerate processes and ensure a high level of quality.

"The use of electronic files coupled to structured workflows forms the basis for future flexible credit processing in retail banking at Commerzbank. This will allow us to retain our long-term competitiveness in the market."

KAI HUGGLE, SENIOR PRODUCT CLUSTER MANAGER AT COMMERZBANK AG AND RESPONSIBLE FOR THE OPENTEXT DIGITAL LOAN FILES PROJECT.

their interaction with Commerzbank. Before the OpenText solutions were implemented, customer records used to be stored in paper form at the processing location. As a result of various mergers and takeovers, and a significant increase in the number of locations, relevant information became harder to attain and bank staff were unable to answer questions from customers immediately.

For example, if a customer had any questions about the possibilities of repaying his loan, staff first had to have all relevant documents physically sent to them. The large number of different file structures involved in the paper folders made it even more difficult for staff to search systematically for information. "Quality and speed in customer service can only be achieved in such a situation by a digitalization of the loan files. Because only digital files can be consulted and examined anytime, anywhere," says Kai Huggle, Senior Product Cluster Manager at Commerzbank AG and responsible for the OpenText digital loan files project.

Digitalization saves on cost of paper

"The digital files based on OpenText technology allow us to react quickly to customer requests and improve customer service," explains Mr. Huggle. "With a hundred million stored documents, we were also able to generate significant savings just by getting rid of the archive for paper copies. We only maintain paper-based rump archives where it is statutorily required for a small number of documents which cannot be destroyed."

High-quality performance and SAP integration guarantee user-friendliness and acceptance

In mid-2011, the processes and loan files of Dresdner Bank were also integrated into the OpenText solution. Since then, all customer-relevant information is saved in more than 800,000 digital loan files and can be accessed directly from any location, whether they originated on paper, electronically or are drawn from master data in the SAP system. The digital OpenText files can also be seamlessly integrated into the MARK credit solution used within the company.

"The simple and complete integration of the OpenText solutions into our SAP infrastructure was a crucial deciding factor for using the tried and tested digital loan file system that had been in place at Commerzbank since 2007, and for expanding it from 2010 to cover the newly merged Dresdner Bank", stresses Kai Huggle.

The fact that employees are able to use the records directly from SAP has led to high user acceptance from the very start. As a result, very little was spent on training. Kai Huggle adds: "The most important element in the success of the project was the performance of the OpenText filing system. If it takes our employees longer than two seconds to open a document in a file, then the system is unusable. OpenText can reliably offer this speed even with a hundred million documents involved."

Workflow management increases efficiency and quality of processes

Adding the OpenText Document Access for SAP® Solutions and OpenText Archiving for SAP® Solutions to the SAP workflows in the loan filing system has increased user-friendliness and significantly accelerated the entire process. These improvements included automation of incoming data. Each of the approximately 20,000 new documents which have to be digitalized every day is available to staff for use soon after it has been scanned in. Loan contracts signed by customers are not only archived in an audit-ready and fully compliant manner, but also inserted into the relevant workflow.

No longer can anyone forget or overlook deadlines

Case managers and loan officers responsible for each application automatically receive appropriate notifications from the system and know the acceptance status without even having to look up records. Automatic appointment management also helps staff manage their day and meet deadlines.

"The competence of staff and the processes now go hand in hand", asserts Kai Huggle. "No longer can anyone forget or overlook deadlines. Actions like the storage of additional customer documents automatically trigger the required sequence of process steps. For example, if the responsible operative should be on holiday, a substitute will automatically take over the case and be equally well informed. That is a combination of process efficiency and quality." ■