opentext™

SUCCESS STORY

Black Sea Trade and Development Bank

Industry
- Financial Services

Solutions
- OpenText™ Content Suite Platform
- OpenText™ Extended ECM for SAP® Solutions
- OpenText™ Email Monitoring
- OpenText™ Connected Workspaces
- OpenText™ Content Server Mobile
- OpenText™ Tempo

Services
- OpenText Optimize Managed Services

Results

Improved information access in the field

Accelerated business process and workflow approvals with secure, remote access across devices

Supported internal information governance standards and enabled flexibility for future developments

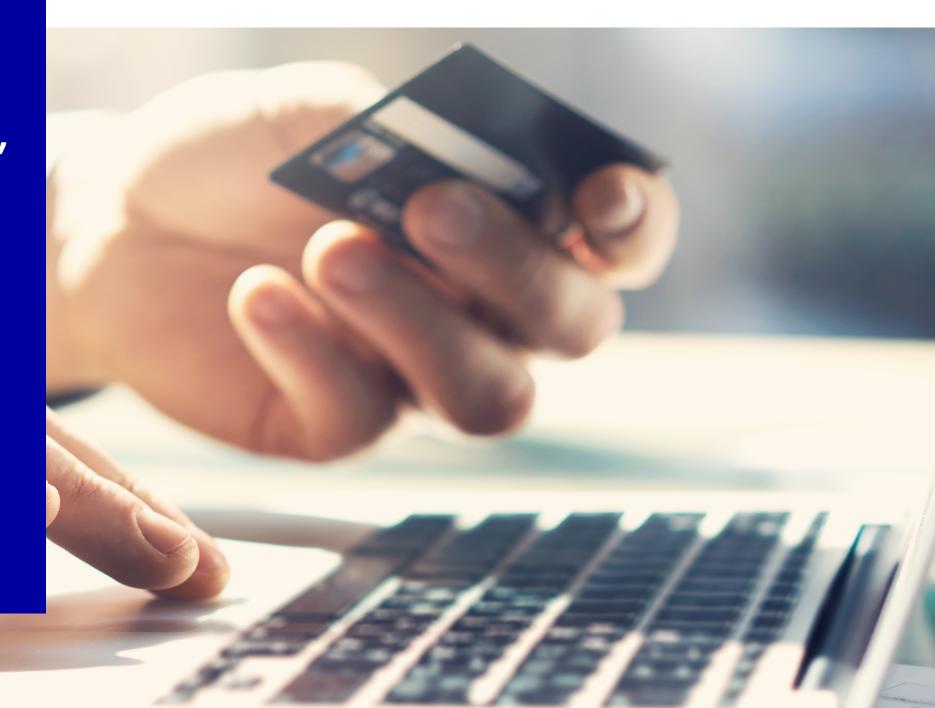---

Black Sea Trade & Development Bank

Black Sea Trade and Development Bank continues to invest with OpenText

Enterprise Information Management strategy relies on OpenText for 360-degree information view, ERP integration, information governance, mobile access and more

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Markos Dolopikos
Principal Officer, IT
Black Sea Trade and Development Bank

The Black Sea Trade and Development Bank (BSTDB) was established by Albania, Armenia, Azerbaijan, Bulgaria, Georgia, Greece, Moldova, Romania, Russia, Turkey and Ukraine, the eleven founding countries of the Black Sea Economic Cooperation (BSEC). BSTDB started operations in June 1999 and supports economic development and regional cooperation by providing trade and project finance, guarantees and equity participation for development projects in the private and public sectors in member countries. BSTDB's cumulative portfolio includes more than 280 operations in infrastructure, energy, transport, manufacturing, telecommunications and the Financial sector.

Managing the ever increasing volume, flow and complexity of information and documentation required to operate Bank operations, BSTDB turned to OpenText to implement in 2011 the OpenText Livelink Document Management system (now called OpenText™ Content Suite Platform). After more than ten years of successful operation, and following the implementation of SAP ERP, the Bank examined its wider information management needs and volume of information residing in many silos, decided to address the disjointed information environment.

Choosing the right solution: SAP integration a must

The BSTDB documentation surrounding the finance applications is both complex and lengthy. Many versions and types of documents are required. Access is also required from a wide range of locations and devices. Therefore, with the introduction of SAP, an appropriate solution was essential. The Bank chose OpenText™ Extended ECM for SAP® Solutions in 2011.

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With both OpenText and SAP being trusted and valued Bank partners, and with OpenText being a long standing partner of SAP, the synergy was immediately apparent. The prime objective of the Bank is to have a single view and monitoring capability of operations in a single place, by building an Enterprise Information Management (EIM) system.

Setting out the wider objectives for the project

The Bank set high internal standards based on international best practices and compliance with international regulations, for example, in the way the Bank monitors, manages and archives email communication.

"One of the many ways OpenText helps us meet our compliance standards is through email monitoring, ensuring that a full, auditable record of communications is captured and recorded," added Markos Dolopikos.

With many of the Bank's staff travelling to various member countries, secure access to information while on the move had been a key area to contend with. Many employees choose to use their own mobile devices, such as smartphones and tablets. (The Bank is currently developing its own "Bring Your Own Device" (BYOD) policy). To support these needs, the Bank selected OpenText™ Content Server Mobile and OpenText™ Tempo to assist in providing secure, reliable access from a range of devices including Apple IOS, Android and Blackberry devices.

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"It's crucial that our staff can quickly, easily and securely access and store information while on the move. Security, of course, is of paramount importance, and we must have confidence that should a device be compromised, lost or stolen, there is no real danger of our information being at risk. Using OpenText ECM as our unique information silo assists us to provide what we need in terms of security," added Markos Dolopikos.

The Bank also enhances OpenText products applying additional capabilities such as digital signatures to automate business processes that include approval steps, eliminating delays on approvals and reducing paper records that later require expensive physical storage.

Success Factors, building the team and realizing benefits

With so many parts, a project of this complexity can only be successful when everyone involved plays its part and all are on board. From the outset, BSTDB involved all affected parties to ensure they all had a voice as the principal content creators, contributors and consumers of content.

"From the outset we wanted to build sufficient internal knowledge to be self-sufficient. For this, we established a common understanding framework with OpenText specialists in different areas, and their assistance so far, when it was asked, was vital for the success of our projects. We're now established and able to build upon the solid foundations we've laid together," added Markos Dolopikos.

The solution is providing numerous other benefits, such as the ability for non-SAP users to access reports that include SAP data, something that was not possible without Extended ECM for SAP Solutions. The Bank's clients are able to complete application documentation and provide supporting documents, uploading them directly to a secure workspace using OpenText™ Connected Workspaces. This speeds up the submission and collection processes and enforces document standards, streamlining processes downstream.

With information securely managed and accessible via OpenText, searching has greatly improved. Users are now able to quickly search, subject to their access rights, across all information types, producing a single, consolidated result set. There is a much improved level of trust as the information presented is complete, up to date—one single source of the truth.

A better service for customers and future plans

When an application for a new operation/project is made to the Bank, customers are able to submit information more easily through the OpenText web interface, reducing delays. The Bank has been able to significantly reduce customer delays through a combination of automation and routing of activity to the most appropriate team or staff member.

"Using the broad capabilities of OpenText, we've seen a reduction in business proposals processing times and improvements in our customer relationships. The beauty of OpenText is that they continue to innovate. We view ourselves as being state of the art, and OpenText is helping us to reinforce our brand and reputation." added Markos Dolopikos.

Having laid solid foundations with OpenText, eliminating information silos, creating a single, reliable information strategy covering both structured and unstructured information, the Bank now focuses at ways to improve its operations. Using extensive mobile information management capabilities from OpenText, the Bank is preparing to implement the BYOD program, making more extensive use of information in OpenText to provide dashboards to both customers and staff.

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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