

Europabank streamlines its administrative processes and maintains customer service excellence with Global 360

The Challenge

To support its strategy of great customer service, Europabank was looking to improve its fund transfer, loans and internal accounting processes by replacing its paper and microfilm-based archiving and administrative systems. "We wanted to improve our service, both to our customers and to internal staff, by creating a central electronic document archive, by making it possible to view the documents on the workstation, and by routing documents electronically to the right people for processing," explains Chris Bogaert, Head of Systems and Project Leader for Electronic Document Management at Europabank. "We also wanted to minimize storage space, by storing only those documents we are legally required to retain. In addition, we wanted to eliminate the risk of losing or destroying documents that may still be needed."

The Solution

Europabank decided to streamline its administration processes by implementing a high-volume process management system. On the recommendation of Belgium-based systems integrator Logon S.I., who had already successfully delivered a number of electronic document solutions to the Belgian banking sector, Europabank decided to implement Global 360's Process and Document Management solution. "We were looking for a solution which would create well-organized process flows that we could manage and control, and which would boost efficiency by minimizing through-put times," explains Bogaert.

Challenges

As the banking environment grew more competitive, the bank needed to replace its paper-based and microfilm-based archiving and administrative systems. They needed a more efficient electronic process management system.

Goals

Europabank decided to implement a powerful, high volume electronic process management system, which would improve customer service and efficiency by streamlining its administrative processes.

Results

The Global 360 solution allows Europabank to maintain the highest levels of customer service. This includes quick access to documents on-screen and elimination of document loss. Furthermore, it minimizes the physical storage and it speeds up document processing.

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Customer Overview

Founded in 1965 by the International Bank of Washington, Europabank offers consumer and business banking services through its 26 high street branches and the Internet. With a core customer base of some 75,000 families, Europabank's success is founded on its strategy of providing great service through fast and efficient administration combined with great value. Europabank's main shareholder is the Achmea group, one of the largest insurance groups in the Netherlands.





Impact on Participants

The ability to access documentation instantly has had a huge impact. For example, in the process for transferring a customer's funds from one account to another. Each time a customer wanted to transfer funds, a form was filled out. The information was then entered into the mainframe system manually, at branch level, and the paper transfer forms were then stored at the branch. On average, processing the fund transfers involves a massive 500,000 documents each year. Since February 2002, the Funds Transfer process has been fully automated. Transfer request forms are forwarded to the central archiving department where they are scanned into the Global 360 system and processed. The Global 360 system routes the documents for electronic indexing and archiving in Europabank's central Global 360 archive. From there they can easily be accessed on screen. "This saves significant storage space at each branch, and speeds up the processing time for future queries at the central administrative services," comments Chris Bogaert. "For participants this is a very convenient situation."



Impact on Managers

From a management perspective, having the right content stored, archived and easily accessible has a significant impact on internal processes. In particular, it was difficult to manage the various withdrawal forms, deposit forms, visa receipts, and so on, that the bank requires for its internal accounting procedures. "Until now, the branches have forwarded these paper accounting documents to the central administrative services, where they have been stored on microfilm for future reference," says Chris Bogaert. However, creating the microfiches takes time and can be costly; and accessing the information can be slow. The documents are now scanned and indexed into the Global 360 system so that they can be electronically archived.



Impact on IT

During 2001, Global 360 was used to digitize and electronically archive approximately 40,000 existing paper based ID Documents, thus creating more storage space. This also made the archived documents quickly and easily accessible on screen by staff within the central administrative services. All newly received ID Documents are also immediately scanned into the Global 360 system, thus avoiding the need for any paper-based ID Document filing. At the same time, Global 360 BPM Suite routes the electronic ID Documents to the right administrative staff so that they can be processed quickly and efficiently. The solution is also extended so that documents are accessible on-screen within each branch.

Impact on the Business

Europabank is experiencing significant benefits from the Global 360 solution. "Global 360 BPM Suite allows us to maintain the highest levels of customer service. By creating a central electronic archive containing all the relevant documents, we can access every document quickly on screen. It eliminates document loss and minimizes physical storage. And by giving electronic access to the right documents, it speeds up document processing. We are very happy with the Global 360 solution," concludes Chris Bogaert.