

Saving the Savings Bank of Hungary through Digital Transformation

An Itiner success story

After over 13 mergers during 2019 the National Saving Bank of Hungary was born. As a result of having so many organizations becoming a single entity under one leadership, there was a great need for ensuring business continuity and efficiency through unified and hands-on processes and workflows. With the help of Itiner, the National Saving Bank of Hungary now can operate in a centralized, standardized, and simplified manner. This success story is meant to describe how this was achieved.

THE NATIONAL SAVINGS BANK

2019 after the merger of 11 savings corporations and 2 commercial banks the National Saving Bank of Hungary was born. This resulted in it immediately becoming the 5th largest commercial bank of Hungary with approximately 7.000 employees, 800 branches, 1.1 million customers, and 10 billion USD worth of assets. However, growing so large in such a short period quickly resulted in a set of new challenges.

Challenges

Even before the merger, most of the acquired organizations lacked any form of digital solutions. They were still heavily dependent on physical paper and didn't have any means to digitally manage customer facing and back-office workflows. This became an even larger challenge once the merger was concluded as all previously separate entities had their own processes and workflows but nothing to tie them together. Resulting in heavy fragmentation, and lack of coordination. As a result of all of this, the National Savings Bank was now in great need of a solution that could provide centralized digital Document Management and standardized Workflow Management across the entire organization in a simple and intuitive fashion.

Solution

During August in 2019, a decision was made by the board of directors at the National Savings Bank of Hungary. A decision with an extremely clear desire: The urgent implementation of a digital Document and Workflow Management system that can be put in use by all front & back-office employees in the upcoming next 3 months. Because of the complexity of banking processes, and workflows, not to mention the extremely short implementation time the solution needed to be both versatile and easy to use. This is why the National Saving Bank of Hungary chose Itiner.

About Itiner

Itiner is a Business Process Management Platform that enables organizations to undergo Digital Transformation by standardizing Process Management, centralizing Document Management, and simplifying Workflow Management. The Itiner platform is modular in nature with three major components:



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Itiner Workspace

A No-code Workflow Management solution for simplifying business-critical workflows in an employee-driven self-service manner. It enables organizations to manage and supervise both front and back-end day-to-day operations. Itiner Workspace is a kiosk-like, one-stop-shop single surface that can be accessed, understood, and utilized immediately hustle-free. Itiner Workspace is easily adapted by business veterans and newcomers alike.

Itiner Flex Engine

A Low-code based Enterprise-grade Process Management Solution for standardizing business-critical processes via framework graphs with embedded workflows and corresponding tasks. It is responsible for defining and integrating various data sources into processes, determining who to involve and to what degree into processes, and managing processes in a transparent manner.

Itiner Repo Engine

A Document, Master Data, and Case Management solution designed to digitize and centralize business-critical documents and make them available across the entire organization. The Itiner Repo Engine turns the data found in digitized and centrally stored documents into an active part of processes and workflows by providing it to the necessary fields found in digital forms and templates.

HOW DID ITINER HELP THE NATIONAL SAVING BANK OF HUNGARY?

Thanks to Itiner three months after the project launch, all means to manage critical workflows, all digitized document sources to forms, and all management capabilities have been successfully implemented and made readily available to employees. Itiner Workflow now manages and supports the daily work routine of over 5.600 employees. Thanks to its no-code nature, employees were able to pick up and start using Itiner to create their own workflows without any form of training right after it was made available during an all-hands meeting. While Itiner Workflow was in use by employees in the background Itiner Flex Engine was fully hard at work to standardize process frameworks. As a result, after 18 months Itiner Flex Engine was managing and supervising over 1.900 000 processes. At the same time, Itiner Repo Engine is made available to enhance communication among different divisions, groups and individuals. At last, but not last, an important requirement was to help the organization by collecting and reporting data, which can describe the operational processes, so the business performance could become measurable.

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MAIN BENEFITS

Digital transformation was achieved in an organizational environment, where digital solutions were not present before. **Low dependency:** A software-based version of the solution was implemented to ensure low vendor dependency and mitigate implementation costs. **No-code:** Due to the no-code nature implementation took less than expected 2-3 weeks per workflow without the need of involving engineers. **Easy to use:** The system is so intuitive that employees could use it even without training. Easy for everyone to define & implement new workflows. **Robust:** It was proven that 3000 concurrent users can use Itiner at the same time without the need for load balancing technologies.

MAIN ACCOMPLISHMENTS

- Centralizing and Standardizing the daily work routine of all employees
- Eliminated complexity and enabled rapid business continuity
- Made processes and workflows traceable and measurable
- Accelerating processes and through which business efficiency
- Account opening drop from 4 hours to 15-20 minutes
- Retail loan operations were sped up by 60
- Error rates were reduced by 70

ABOUT Care All

Care All(CA) was established in 2002 to perform business software design and development, IT consulting and Digital conversion. CA is expert of NO-CODE and low code systems. Since then the company delivered over 2000 successful projects, servicing 45000 users daily operation. The company specializes in providing operation automation, digitalization, and EDMS for multinational enterprises and government agencies.

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ABOUT RIM

Records and Information Management Ltd (RIM) is an affiliate of Iron Mountain, the world's leading Records and Information management company. RIM Ltd is dedicated to serving international and local company needs on the African continent. We help our customers to lower storage costs, comply with regulations, manage risks, and use the value in their information to grow. Our solutions include information and asset storage, records management, digital solutions, data centres, data management and secure shredding.

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