

THE SAVING BANK PROJECT

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For the true manager, the right IT solution saves time and information, allowing them to lead their organization! During a lot of reference visits to Fókusz Saving Cooperation, it is said that Care All Ltd.'s biggest innovation is that they fulfill in full what they promise. Still, today, they deliver a lot of practical and business knowledge alongside the Andoc software that can be implemented within their organization. During the last 10 years, they had no custom development requests, as the new functionality received with the Andoc software support fulfilled all the business requirements and any upcoming demands that arose with the growth of the organization.

ABOUT THE CUSTOMER

The management of 60 years ago that founded Fókusz Saving Cooperation came to the level in 2006 they cannot track the tasks within the 25 branches and headquarters properly. Although their processes are regulated, the operational functionality is administration demanding and slow. It causes extreme load to comply with the supervisory organizations, the regular controls and the preparation of the checks. Initially, in the 2000's, they became a victim of international fraud, which took advantage of the approval issues within the procurement; it took years to get rid of the contract, and a lot of money was wasted.

THE CHALLENGE

In 2006, a young innovative managing director took over the Cooperation which was “burdened” with traditions. He recognized that at first, he must lose the burden of his own and his management team's administration overheads to take the Savings Cooperation on a stable growth path. For his first project, the young manager asked Care All Ltd. to organize into a system those processes, which, at that time, were not handled by their accounting system. The primary objective of the project was to bring the managerial decisions to the right level and to benefit from a much quicker, paperless operation within the organization. Consequently, this burdens the managers less while giving full insight into the daily operations.

THE SOLUTION

The project was done via “agile methodology”, which was not as known as it is today. Based on this, the tasks were grouped into two-week mini projects. At first, we spent a day with the managing director, who defined how we could ease up his daily tasks and where we should lower the risks within their internal processes. Afterward, we continued the daily interviews with the preselected open minded mid-managers in a defined order to survey the business requirements of the areas led by them. We also used this possibility to present, based on our experience, feasible hands on solutions to be implemented using the right software and processes. The management expected from the supplier, together with the delivery of the software, to bring a solution to the optimization and adaptation of processes, and gave them free rein to remove any unnecessary administration.

During almost 6 months of intensive work, 18 management modules were introduced, with which the document based communication between the headquarter and branches was moved to electronic channels, the redundant data storages were eliminated, and the immense paper copying and storing was vastly reduced.

The selection process for the Andoc system it came with a special weight, that the parameterizations could be moved from the supplier to internal team members and thus the implanted workflows could be easily adapted to the changing business requirements of the organization. At the beginning of the project, a dedicated system administrator was named, who, with the lead of the management over the last 10 years, is customizing and creating new flows within Andoc. Today, there are over 221 forms to input data, organized within 400 modules to fulfill the daily needs of the users. Yearly, the system handles over 500 000 events efficiently.

60

Branches

221

Forms

500k

Events/year

Fókusz Savings Cooperation implemented the Andoc system within a European Union funded project as we learned during the analysis phase that the required infrastructure is not available. The leased lines between the branches were inadequate, the tools required for digitalization were not available, and the client computers were not standardized, some even running obsolete operating systems. The project was so successful that, in 2007, it was selected as part of the most successful 77 European Union funded projects within Hungary.

Today, the 25 branches have grown to 60 and the original 100 employee base has grown to 300. This Insurance Cooperation became the one that invested in and gained significant ownership in one of the major commercial banks of Hungary. The young manager who started on the project today is a dominant player within the sector. The cooperation between the client and supplier has remained unbroken over the last 10 years.