



## ENTERPRISE ARCHITECTURE TRANSFORMS PIRAEUS BANK GROUP METHODOLOGIES

### Challenge

Piraeus Bank's international expansion required a well-defined enterprise architecture at headquarters that could be rolled out to the subsidiaries to streamline local operations based on the Piraeus Bank model. In addition, Piraeus Bank had reached a rate of growth that involved operational modifications on a daily basis, which needed to be efficiently maintained and distributed.

- Create a strong, well-documented, comprehensive and flexible enterprise architecture
- Create a tool for day-to-day operations, available to all employees
- Create a portal per subsidiary, in two languages, English and local
- Establish a robust process management methodology and apply it across the Group

### Solution

- ARIS is used to design/maintain the enterprise architecture
- The ARIS portal is published via ARIS Business Publisher
- A gold license allows for unlimited users at Group level

### Benefits

- Streamlined, standardized Group core processes
- 50-80 percent improved response time to operational modifications
- Transformed process management methodologies



Piraeus Bank Group is one of the most dynamic financial organizations in Greece today. Since 1991, Piraeus Bank has achieved continual growth through a series of acquisitions and mergers, both in Greece and abroad. Piraeus Bank has subsidiaries in 10 countries (Greece, Romania, Egypt, Serbia, Bulgaria, Albania, Cyprus, UK, USA, Ukraine and Russia).

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**“The Enterprise Architecture Portal has transformed our methodologies for developing procedures and administrating operational documents and data, and enabled efficient cooperation structures with our counterparts abroad.”**

Titika Kamari | Piraeus Bank Group

## Challenges

At the strategic level, the objectives were to create:

- A strong, well-documented, comprehensive enterprise architecture, valid for Piraeus Bank Greece but also applicable at the Group level, in order to efficiently distribute Group policies and operations and quickly integrate newly acquired subsidiaries, thus achieving a satisfactory ROI
- A flexible enterprise architecture, allowing for regional adjustments depending on local strategies, while establishing Group standards (e.g., different products and systems but similar operations and controls)

At the operational level, the objectives were to build:

- A tool used for daily operations, available to all employees of the Bank, to easily locate and download all enterprise architecture information necessary to perform tasks such as procedures, documents and system manuals
- A new, effective process management system within the organization for daily management of all modifications to enterprise architecture information, based on specific rules and a defined methodology
- An ARIS portal for each subsidiary in two languages, English and local, to establish a cooperation framework based on a common methodology and terminology in English

## Solution

The ARIS enterprise architecture portal is used daily by all employees of Piraeus Bank to consult or download operational information, including forms, documents and applications, user manuals, processes, product characteristics and organizational charts. ARIS was chosen because it is a top-rated solution that could support the Group's needs. Furthermore, SPIRIT S.A., a partner with established experience in the Greek market, was engaged to deliver part of the project and provide specialized knowledge. The transfer of enterprise architecture material from conventional formats to the ARIS portal was an important project in terms of both scope and resources. In four phases, it comprised the creation of the enterprise architecture structure, the implementation of four static

views (organizational charts/roles, documents, product hierarchy and characteristics, systems and applications view and manuals), the development of retail, corporate and support processes, and the roll-out to at least seven subsidiaries.

The project encompassed:

- Approximately 10,000 end-users at the Group level using the ARIS portals
- 80-100 process models created per subsidiary with a local ARIS portal

At headquarters in Greece:

- More than 780 procedures created in the central enterprise architecture model
- 2,200 operational documents administrated and downloaded by end-users for daily operations

## ARIS

Since August 2007, Piraeus Bank Group has been using ARIS Business Architect and ARIS Business Designer. ARIS Business Publisher is used for publishing the portal. Custom Javascript reports and a Java library have been developed to produce meaningful reports from the ARIS databases. All operational information is published via Piraeus Bank's ARIS intranet portal, with access rights implemented where necessary, to ensure confidentiality. The ARIS servers and file servers of the subsidiaries are deployed in Greece for centralized administration with members of the local Divisions having access to the ARIS tools and servers via CITRIX. Single sign-on is implemented as well as a custom search engine on top of ARIS Business Publisher. Finally, the human resources link was deployed to automatically maintain all ARIS organizational information.

## Customer Benefits

- Streamlined processes for all core product processes, using the ARIS methodology and rules. Fifty core processes were partly or totally re-engineered to embed some 400 previous instruction documents in a rational and efficient way
- Capability to effectively handle daily modifications in organizational charts, systems and manuals, products and operational documents
- Over 100 percent reduction in time needed to

- update documents or procedures with modifications and 50 percent reduction in time needed to develop new procedures
- 80 percent reduction in time needed by HQ in Greece to support requests from subsidiaries for model procedures/policies; all material is properly organized and available in English
- Common approach to core processes and re-engineering of local processes that are transferred in ARIS format, in line with those approved by headquarters
- A common language and methodology established for developing procedures throughout the Group
- Identification of best practices by comparing local procedures

## KEY COMPONENTS

**ARIS Business Designer**  
**ARIS Business Architect**  
**ARIS Business Publisher**

Take the next step to get there – faster.

## ABOUT SOFTWARE AG

Software AG is the global leader in Business Process Excellence. Our 40 years of innovation include the invention of the first high-performance transactional database, Adabas; the first business process analysis platform, ARIS; and the first B2B server and SOA-based integration platform, webMethods.

We offer our customers end-to-end Business Process Management (BPM) solutions delivering low Total-Cost-of-Ownership and high ease of use. Our industry-leading brands, ARIS, webMethods, Adabas, Natural, CentraSite and IDS Scheer Consulting, represent a unique portfolio encompassing: process strategy, design, integration and control; SOA-based integration and data management; process-driven SAP implementation; and strategic process consulting and services.

Software AG – Get There Faster

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