



## CENTRAL BANCO UNIVERSAL BANKS ON BPM TO PROCESS 60 PERCENT MORE CLAIMS—FASTER

### Challenge

Central Banco Universal wanted to improve and increase the efficiency of its service to clients. Critical processes required stricter control and, on occasion, claims were not processed as quickly as needed. The firm needed a better way to process claims so it began an initiative to optimize its credit card claims system using Business Process Management (BPM).

### Solution

The banking firm chose Software AG's webMethods Business Process Management Suite (BPMS) to improve business processes. The solution replaced time-consuming processes in the credit card claims department to reduce response time to make the bank more competitive.

### Benefits

- Up to 60 percent more claims to be processed
- Reduced customer response time, thanks to automated business processes
- Easy integration of manual tasks
- Integration with any database
- Automatic alerts prioritize tasks
- Processes controlled from start to finish
- Higher customer satisfaction



Central Banco Universal is a leading bank in the central-west region of Venezuela with more than 47 years of experience and a presence in 13 states. The bank has a wide network of agencies, more than 85 branches, 98 ATMs, 1,300 employees and more than 600,000 clients. Its focus is on creating value and confidence for its clients, helping them find viable business solutions by emphasizing the core values of tradition, perseverance, security and service.

Get There Faster.™

**“We chose Software AG because it is a leading company in technology and BPM. The experience and costs are very important for us, and they were determining factors.”**

Roberto Del Pino | Quality and Process Manager | Central Banco Universal

## Times of change

Nowadays, processes are more important than ever in the banking industry. Increasing process efficiency helps banks improve agility and operate competitively. This is why banking organizations worldwide have focused on improving and continuously updating how they analyze, organize, automate and implement quality processes—especially when those processes affect service provisioning and customer service.

Central Banco Universal is no exception. Its growth and key goal of improving banking for its clients led the bank to continuously and progressively upgrading its processes. Special consideration was given to the essential need for staff training and also to finding the right tool for process design. This tool needed to help modernize, implement and administer business processes and enable performance measurement, observation and management.

It was critical to Central Banco Universal to automate processes more effectively in a controlled way, from start to finish, independently of the applications involved in each task and technology platforms.

## Looking for the best solution

Central Banco Universal had numerous processes and compliance issues to address. So, after a strategic planning session, the organization decided to review its processes more closely to be more competitive and deliver better service.

“First we worked with a consulting firm, and then we started looking for providers and the need for optimization of business processes took us to Software AG,” said Roberto Del Pino, Quality and Process Manager, Central Banco Universal. “We chose Software AG because it is a leading company in technology and BPM. The experience and costs are very important for us, and they were determining factors.”

The organization also considered other national and international providers. Software AG, however, offered a wider scope of service and support that matched Central Banco Universal’s requirements.

With the Software AG solution, Central Banco Universal expects to increase claims processed up to 60%. The bank also can prioritize tasks and process claims in a more organized way, according to urgency or importance, and gain control of all claims, from start to finish.

Total control of the claims processes will significantly improve customer satisfaction and the bank’s competitiveness. Additionally, the new flexible process allows the bank to swiftly comply with new regulations affecting the financial services industry.

Automated business processes in the credit card claims department, in particular, will reduce customer response times.

## Working side by side

With the webMethods BPMS, running on Windows, Central Banco Universal can integrate its database and applications, set up automatic alerts to prioritize tasks and have total control of all the processes, end-to-end.

This user-friendly solution will enable the organization to include five different processes on one screen with just one click. Already almost 70% of the bank has used the solution. Overall implementation of credit card claims management system is projected to take five months.

“The contact with Software AG was excellent,” Del Pino said. “It is a business partner but also a friend, someone you can count on anytime you need to.”

Looking forward, Del Pino said Central Banco Universal plans to continue optimizing more business processes by working as a partner with Software AG.

## KEY COMPONENTS

**webMethods BPMS** enables Central Banco Universal to increase operational efficiency with automated system steps, prioritizing tasks and processing claims faster and better.

## ABOUT SOFTWARE AG

Software AG’s 4,000 global customers use our software to improve business processes and drive an agile IT infrastructure. Our customers’ goals are to reduce costs and increase flexibility and efficiency. We help them do this by optimizing and governing their operations and aligning IT with the business goals.

Our leading Business Infrastructure Software portfolio is used for data and system integration and modernization. It fosters new levels of IT agility through SOA and allows the rapid creation of new business processes with BPM.

Our 40-year history of success ensures our customers have a reliable platform for driving future business results – faster.

Software AG – Get There Faster

© 2009 Software AG. All rights reserved. Software AG and all Software AG products are either trademarks or registered trademarks of Software AG. Other product and company names mentioned herein may be the trademarks of their respective owners.