



AUDIT-PROOF, INTRANET-BASED DOCUMENTATION

Challenges

- Comply with requirements with regard to policies and procedures
- Reach strategic quality leadership
- Support major (IT) projects
- Meet new legal requirements
- Reduce operating costs significantly
- Define responsibilities clearly

Solution

- Process modeling with ARIS Design Platform
- Process representation available on the LBB intranet with link to LBB's content management system via ARIS Business Publisher
- Version management of documents and processes with ARIS Release Cycle Management (to be succeeded by ARIS Process Governance)

Benefits

- Increased efficiency and competitive advantage
- Cost savings of over three million Euros annually



Landesbank Berlin AG (LBB) is a full-service bank headquartered in Berlin. With a business model based on retail and corporate banking, selected capital market activities and real estate finance, LBB has total assets of around 215 billion Euros and 5,965 employees. It is also the largest issuer of credit cards in Germany, with some two million cards issued. LBB owns Berliner Sparkasse, which was founded in 1818 and is one of the country's largest and oldest saving and loan banks.

Get There Faster.™

“We are saving three million Euros a year in operating costs.”

Stefan Trägler | Organizational Director | Landesbank Berlin

Business challenges

Policies, rules and regulations play a vital role at Landesbank Berlin. “Banking has been the most heavily regulated business sector,” says Stefan Trägler, Organizational Director at LBB. This was reflected in the bank’s extensive rulebook, which comprised 180 manuals and required 10.5 million pages to be updated every year. The bank decided to replace the old system with intranet-based rules and procedures, thus avoiding the need to distribute huge amounts of paper to employees across the enterprise every day, as well as structure and archive it. Initially, Landesbank Berlin launched a pilot project using ARIS Business Process Management (BPM) software. The resulting redundancy-free, audit-proof documentation gave employees direct access to all relevant process descriptions. Users were also able to locate associated documents and forms via a link to the content management system.

Solution

LBB started by assessing which content, presentation formats and tools would be suitable for the task. The team then examined system usability requirements. This was followed by the implementation phase, which involved reviewing and harmonizing all paper-based instructions and entering them in the electronic system. Working closely with IDS Scheer Consulting, a Software AG brand, LBB migrated all its procedures to ARIS, where they are now managed in an audit-proof and efficient fashion.

Employees gained access to 3,100 models that detail the bank’s processes and organizational structure. Forms, texts, tables and other associated documents are made available via Infopark’s Fiona content management system. The two programs are interlinked; users can access relevant documents (forms, work instructions, etc.) via

processes at a click of the mouse and vice versa. To make things easier for its employees, LBB developed a custom description method featuring excellent readability, fast navigation and an intuitive screen layout designed around the needs of bank staff. Users can tell at a glance if and where a process has changed. There are no redundant or obscure symbols and the level of detail in the graphical display of process chains is subject to strict limits. The bank’s method preserves the standardized ARIS process language, but adopts a more concise, easy-to-read form. Some 800 LBB employees were trained in how to model and approve processes for the new electronic rulebook via Web-based training and a trickle-down strategy.

ARIS

LBB deployed ARIS Design Platform to implement the online rulebook and model and optimize its business models. The processes are published on the intranet via ARIS Business Publisher, which also links to LBB’s content management system, enabling associated documents and process models to be combined. ARIS Release Cycle Management (to be succeeded by ARIS Process Governance) handles versioning of content and process models, helping LBB to document the dissemination of information by providing digital confirmation that employees have received and read important documents.

Customer benefits

In addition to fast, up-to-date access to new work instructions and processes, the electronic rulebook delivers real financial benefits: Landesbank Berlin is saving three million Euros a year in operating costs. But beyond the commercial and technical advantages, the bank’s key priority is ensuring that the necessary procedures are in place to meet legal requirements and can be conve-

niently updated. Thanks to consistent, integrated documentation of its organizational structure and process organization, the bank can demonstrate that the management team is complying with its legal responsibilities. Internal and external auditors have easy access to the process/instruction history via the archive, compliance with approval procedures is ensured and employees have to digitally confirm that they have received and read important instructions. With 35,000 visits a month, the system is clearly a success.

KEY COMPONENTS

ARIS Design Platform

ARIS Release Cycle Management Value Pack (to be succeeded by ARIS Process Governance)

ARIS Business Publisher

IDS Scheer Consulting

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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