

ŞEKERBANK BANKS ON SOFTWARE AG TO IMPROVE PROCESSES

Challenge

To meet regulatory requirements, Şekerbank needed a system to model and analyze banking processes as well as implement and publish updates. The system had to directly correlate processes, employers and applications, track tasks to determine its risk class as well as improve processes and development practices. The bank also wanted to monitor IT-related risks and automate operational risk management.

Solution

Şekerbank chose to work with ARIS and Software AG consultants to complete its comprehensive process and risk management project. All bank departments helped with mapping processes using ARIS Business Architect. IT-based risk management was integrated into the bank's process management quickly, thanks to ARIS's ease-of-use and Software AG's professional training and consulting support.

Benefits

- Increased process automation, thereby increasing efficiency
- Faster and more effective decision-making, thanks to impact analysis of risks
- Regulatory compliance achieved
- Reduced workload due to modeling and analysis provided by ARIS Business Architect
- Improved risk identification and mitigation through ARIS Risk and Compliance Manager
- Easy access to risk and compliance status via management reports

Şekerbank

Şekerbank is one of Turkey's leading banks. Its mission is to become the leading bank for small enterprises and to join Turkey's top 10 private banks in terms of asset size. The bank has a broad geographical coverage and has been in business for more than 50 years.

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Needed: better process management

Şekerbank needed to rethink how it managed its banking processes. This was due to the Banking Regulation and Supervision Agency (BDDK) Act's regulation on modeling, transparency of information systems and banking processes.

The bank's operational risk management department was tasked with monitoring operational risks. The team did this manually in the past and aimed to automate the process and monitor IT-related risks. It also wanted to determine risk ownership, evaluate the time-dependent risk event probability/effects and devise a risk map to identify, evaluate and prioritize risks.

Meeting new requirements

With the goal of implementing an internationally acclaimed project, Şekerbank selected Software AG to assist with the project. The bank's selection was based on previous experience with Software AG on other banking projects in Turkey.

To start, the bank set up a project team under the auspices of the Organization and Process Development Directorship. This brought together representatives from many different organizations, including auditing, internal control and conformity, risk management, IT security and quality management as well as software and project management directorships.

Following training by Software AG consultants, a standards manual on project and process management standards was prepared. The bank then began modeling banking processes using ARIS. Maps were created with the help of all the departments within the bank.

Initially, 111 critical work processes were modeled and correlated with each other and with the bank's organizational structure. This task was completed in only two months. Automating the processes enabled them to be managed more efficiently.

After creating the infrastructure, the bank pinpointed areas for improvement. Next, the bank implemented an optimum process design and began using process improvement practices based on the data obtained from the system. Then, IT-based risk management was integrated into bank process management.

The bank identified the effects of IT risks on the processes in order to take the necessary corrective actions. The change-over was implemented in a short time thanks to ARIS's ease-of-use, Software AG's professional training and consulting support, which added real value to the organization.

Measuring success

Updates to workflows modeled at Şekerbank were transferred to the entire system immedi-

ately, and the processes and stakeholders (systems, people and risks) were easily linked.

Corporate processes can now be monitored within the context of a unit, process and risk category throughout the bank for more effective management. As a result of the new capabilities, risks are identified ahead of time and countermeasures taken faster. The system is monitored by management using risk matrices.

As a result of the project, Şekerbank was able to significantly reduce its workload using the simple modeling and analytical capabilities of ARIS along with its contribution to accessing requested data and continuous improvement.

KEY COMPONENTS

ARIS Business Architect was used to model and map processes.

ARIS Risk and Compliance Manager was used to manage IT-related operational risks.

Software AG Consulting is a trusted advisor to Şekerbank.

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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, Terracotta 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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