asseco
SOUTH EASTERN EUROPE

Solutions for Demanding Business

Case Study: Societe Generale Albania

Business Process Management increases banking process efficiency

Industry: Financial
Country: Albania

User profile:
Banka Societe Generale Albania is one of the youngest and most dynamic banking institutions operating in the Albanian marketplace. The bank was incepted by some of the most influential Albanian entrepreneurs and opened its doors to business and retail clients in March 2004.

Thus, Banka Societe Generale Albania became a member of one of the prominent banking groups in the world and is now contributing to the implementation of the SG Group's expansion plans in the region.

Since then, Banka Societe Generale Albania increased its presence by expanding its branch network all over Albania and offering a wide range of products and services to all client categories.

The main goals what SGAL want to achieve through implementation of Business Process Management is to increase the efficency in banking processes. With Aseba BPS the bank set one new standard to manage banking procedures. The solution enables designers, developers, and IT architects to deliver new procedures much faster, at a substantially lower cost, and with greater agility and confidence. SGAL defined processes involving both Front and Back office teams and started with „Payment order processing" and „Card selling and delivery" processes.

Main goals and expectations for Payment process
- Better management of the e-mails sent and received by also adding the possibility of Audit trail records;
- Better sorting of transfers in queue by using metadata.
- Automatic archiving of the documents by saving space and time;
- 'Log in' of the problems Payments Sector faced while verifying the payment;
- Prompt communication between SGAL Branches/Corporate Department and Payment Sector by giving further explanation if the payment is been approved or disapproved by the latest.
- Using alternative and efficient channel other than Microsoft Outlook for exchanging documents;

Main goals and expectations. Card issuing and delivery
- To better organize and control the process of sending and receiving cards docs from the Branch Network to CEB Sector (HO).
- Reduce the time that CEB Specialists/CRM spends on the card ordering process by making this process more efficient.
- Generate automatic reports for monitoring the issues with card application process.
- Automatic archiving of the documents by saving space and time.
- Using this alternative and efficient channel other than Microsoft Outlook for exchanging documents.

New BPM solution
Increasing the efficency in banking processes is one of SGAL's top priorities. The bank defined processes involving both Front and Back office teams and selected a solution by Asseco SEE named ASEBA BPS. ASEBA BPS is based on EMC Documentum xCP platform. The project started with a dedicated team aiming to start piloting the first 2 processes by Novembar 2012. Expected benefits are an increase in task efficiency, a quicker and easier access to data as well as a better controll and monitoring of processes.
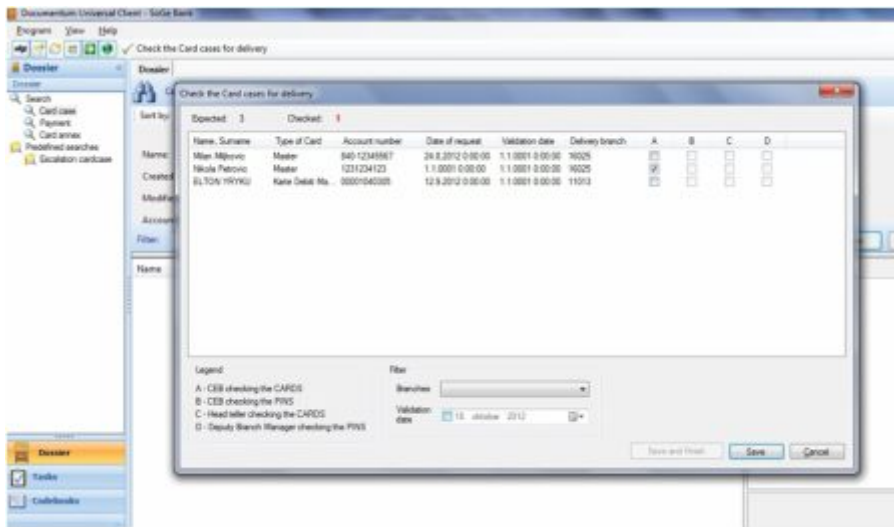
About Asseco SEE

Asseco SEE group is one of the largest IT companies in the area of production and implementation of its own software solutions and services in the region of South Eastern Europe and Turkey. The Company provides ICT solutions for various industry verticals including the financial sector, payment sector, public administration and telecoms. Since October 2009, the shares of Asseco South Eastern Europe (Asseco SEE) have been listed on the Warsaw stock exchange. Asseco SEE group employs over 1,220 people in 11 countries. More than 10 banks out of the 15 largest ones in southeastern Europe are already clients of Asseco SEE.