Bankadati cuts business process development times by 99 percent

With an IBM business process management platform, business users can deploy processes independently

Overview

The need

As Servizi Informatici Bankadati moved from a product-centric to a customer-centric business model, Matteo Pizzicoli, head of business optimization, sought an IT infrastructure to streamline process development.

The solution

The company deployed IBM Business Process Manager and IBM Operational Decision Manager software to speed the deployment of customer-facing and operational processes.

The benefit

With the IBM solution's automation and flexibility, business users can deploy solutions directly, and Pizzicoli and his team can deploy process solutions in just four hours instead of the 50 days or more it used to take.

Serving as the technology service company for a banking group encompassing three retail banks with 540 branches and 4,300 employees in Italy, Servizi Informatici Bankadati (Bankadati) and its head of business optimization, Matteo Pizzicoli, naturally found it logical to take a product-centric approach to serving its customers. But Bankadati has been undergoing a fundamental shift for the past several years. Its customers — not technology — are now driving the company's strategic path, a new model that demands unprecedented IT and process flexibility and agility.

Facilitating business transformation

"We want to put the customer at the center of our action, so we need to have simple, digital processes that improve the customer experience, raising the service level. The infrastructure supporting those processes is crucial," says Pizzicoli, who estimates that he and his 400-person organization oversee more than 2,000 business processes for banking customers. Those processes fall into two classes: 15 highly articulated processes that affect the core business of the bank and 1,500 low-complexity processes. Bankadati needed a process management platform that would handle both types.

An IBM business process management platform helps the Bankadati business optimization team and business users reduce manual activities, such as filling out and scanning forms related to business process deployment. "The IBM platform provides a tremendous boost to our efficiency and flexibility," says Matteo Pizzicoli, head of business optimization, Bankadati.
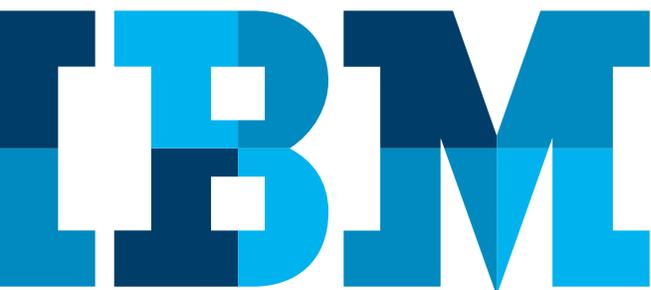
Boosting business agility

The company deployed IBM Business Process Manager and IBM Operational Decision Manager software as its business rules engine. "We have to reimagine our digital processes and our customers' banking experience," says Pizzicoli. "So we look at the IBM solutions as great business accelerators, because they allow us to react quickly in response to a fast-changing business and regulatory environment."

Freeing resources, improving service

Using the Operational Decision Manager software, Bankadati has been able to reduce the number of processes that require formal authorization by 60 percent. This reduction frees IT resources to work on complex processes and improve customer service levels, and it contributes to a 99 percent reduction in the time needed to develop and deploy low-complexity business processes.

"Our IT department is now almost totally focused on complex and highly integrated processes," says Pizzicoli. "We can deploy a solution for our simple processes without any IT department involvement whatsoever."

Solution components
Software
- IBM Business Process Manager
- IBM Operational Decision Manager

For more information

To learn more about IBM Business Process Manager and IBM Operational Decision Manager software, please contact your IBM marketing representative or IBM Business Partner, or visit the following websites:
ibm.com/software/products/business-process-manager-family
ibm.com/software/products/odm

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