

The Perfect Conversion

With the Serie M/ on the Path to Success: Newly Introduced OMS



Initial situation

The Raiffeisen Swiss Cooperative began the project PD2020 in 2012. The goal was to renew the specialist application they had developed and transfer it to a strategically defined Java architecture. Within the framework of the project, document output for the entire company - in total over 300 individual banks - was to be compiled, optimized, and distributed, including functional expansions and new output channels, all managed by streamlined, continuous processes. That was the plan, but they still needed a powerful and modern document Output Management System (OMS).

New Direction

As part of New Front End Application, a major project for the Raiffeisen Banks, new architecture principles were defined for customer output. In short: all documents provided to bank customers had to be rendered (processed) by a central OMS. This would, for example, significantly simplify compliance with and maintenance of CI/CD. But with advantages come challenges. The enormous number of documents were no longer to be rendered on individual servers at over 300 banks, but instead centrally by the OMS. That meant about ten times the volume as compared to the previous central Output Management (OM), which up until the project began had prepared documents for all central applications.

Those responsible at the Raiffeisen Bank responded to this new challenge by carrying out a market evaluation in search of a suitable Output Management System. kwsoft®, as well as one other participant, were selected from the initial round of five bidders. Both finalists were subject to intense scrutiny. Over the course of many workshops, by answering a large range of questions, with a test installation at Raiffeisen, and intensive load and performance tests for batch processing and dialog answer times, the Serie M/ emerged as the clearly superior offer.

The initial project experience with the Serie M/ proved that the system held incredible potential for process optimization, expansion of services, and reducing costs.

The Company

The Raiffeisen Group is the leading Swiss retail bank. The third largest company on the Swiss banking market has 3.7 million customers in total. Of those, 1.8 million are members, and thus co-owners of their Raiffeisen Bank.

As of 30 June 2014, the Raiffeisen Group manages customer assets to the tune of 192 billion Swiss francs, and customer loans of 155 billion Swiss francs.

Why kwsoft®?

Flexibility and short reaction times on both sides, as well as the high levels of professional conduct and expert knowledge demonstrated by kwsoft® led to Raiffeisen deciding within just a few weeks that the Serie M/ from kwsoft® was the way to go. It was time to begin the reboot with the leading document Output Management Systems technology on the market - and the atmosphere was positively charged with excitement.

The most important factors for choosing the Serie M/:

- comprehensive solution from a single provider
- standard software has a wide range of functions
- Java EE application is a match for the target architecture, WebSphere ND
- the required performance, over 140 pages per second, had already been verified in load and performance tests
- modular and flexible: central resource pool for all documents, every process mode (on demand, interactive, batch), every output channel
- superior advisory services from kwsoft® Consulting, who have years of experience in the field

On the Right Track

Raiffeisen was advised and supported by kwsoft® at every step of the project. This allowed the project to move ahead quickly while Raiffeisen simultaneously gained product competency. There was no danger that they would become dependent on the manufacturer.

- The first documents from bank applications were processed by the new OMS architecture at the beginning of 2014. The number of delivery systems has been added to continually since then, and the company currently uses the following output channels: DVZ (printing, packaging, and shipment via an external service provider), electronic archiving (PDF/A), email (internal use), E-documents (electronic banking), the file system for 'live' procedures (EDMS), and documents via FileTransfer.
- By the end of 2014, 90% of the central OM had been replaced with the Serie M/. Although not planned for in the original scope of the project, securities documents have also since been added. The potential for optimization of central output processing (postage, shipping, digital documents) will allow for savings in the millions once the final expansion is complete.
- The project continues in 2015 - 2017 with bank documents, up to and including the interactive applications of the approximately 8,500 Raiffeisen users.

In regards to the New Front End Application project, Raiffeisen has decided, together with Avaloq, the leading international provider of retail banking software, to found the joint technology company ARIZON. ARIZON will develop a new basic system, including a front end application. With their interface strategy and the flexible modules provided by the Serie M/, the central output management team is perfectly prepared - and ready to take on the customer communications challenges of the future. Release 6.5, the current version, offers, for example, page independent HTML output (for a variety of different mobile formats), barrier free documents in PDF/UA format, writable PDF forms, whitespace management, and much more.

The new OMS will prove to be a sustainable investment. kwsoft® are always expanding and improving the Serie M/ for customer and market demands; Raiffeisen has secured a significant competitive advantage for their future.



Thinking in Process

„Reorganizing the document processes required some flexible thinking. It isn't enough to just install a faster renderer, we had to organize the entire process chain, from document creation to output. Thankfully, that is easy enough to do with the Serie M/' comprehensive approach.“

Jürg Gemeinder, Software Architect Document Management, Raiffeisen Switzerland

„Direct contact to the developers and experts at kwsoft® builds trust and helps us achieve the product expansions we ask for, all without bureaucratic fuss.“

Marco Looser, OMS Project Manager, Raiffeisen Switzerland

Contact

Want more information? Would you like to speak to one of our partners directly? We would be happy to set up an appointment for you.

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