

Business case:

Approval mechanisms restructuring in decisions making

Sector: Banking



Santander occupies a unique position in international banking, with a recurrent solid commercial business base and a high geographical diversification level.

Santander built its own business model focused on: concentration in commercial banking, through the biggest branch net of international banking (more than 14.000 including Sovereign), geographical diversification, prudence in risk management, latest technology to improve commercial efficiency and better team management.

The Santander's purpose is to provide the greatest value to its own 90 million customers, 3 million shareholders and 170.961 employees.

Overview

Country: Portugal

Sector: Banking

Challenge: Santander's information wasn't centralized and just had existence in paper or email. The information repetition was a constant failure.

Solution: iFlowBPM platform.

Challenge

Santander had a problem in the **decision approval mechanisms**. These approvals were required to proceed with determinate processes (visit cards approval, stamps, and so on) that were made by email or in paper sheets. As all this information wasn't centralized it was hard to consult or to require in a quick and efficient way.

So, the **need of using a workflow platform** became imminent. In a way to support the processes reception, correspondence distribution and the lifecycle of purchase billing (to visit cards, stamps, orders) Santander resorted to iFlow BPM platform.

Santander main issues

- Approval requests by email or in person. The paper was delivered through the different departments causing human errors;
- Repetition of the approval requests due to information spreading;
- Information not centralized resulting in failures on information spreading and slower responses;
- Lack of efficient mechanisms in searching processes and its aggregation and in orders entrance date and state;
- Impossible to control the document location.

Solution

Infosistema proposed a solution based on **iFlowBPM platform**, modifying internal procedures:

- Automation of organization's processes;
- Intranet area with a process list of executable tasks (visit cards, stamps, orders management, contacts, management plans, approval requests,...);
- Forwarding each process to specific approval;
- Information gain through iFlowBPM integration with internal company systems;
- Centralization of all information in the platform, allowing the combination of requests/orders with entrance dates and with specified identification as well;
- Processes state information;
- Orders and correspondence dispatch through workflow functionalities of iFlowBPM platform.



Benefits

- **All information is** centralized;
- **Organized and structured** requests, leading to **costs reduction**;
- Structured and identified correspondence flow;
- **No possibility of orders loss** through computerized system with identification in tags;
- **Access to all information** and decision making processes;
- **Monitoring** the actual state of the diverse requests for the existing applications;
- Company's **bureaucracy removal**.

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