

DZ BANK integrates RealObjects edit-on® Pro into a web-based system for processing loan applications

In high-volume corporate credit loans or when the Bank wishes to spread the risk, several credit institutions may share the financing. A syndicated loan agreement forms the basis of this type of financing and is usually issued in cooperation with the local cooperative banks. DZ BANK was quick to recognize the advantages of a web-based system for processing the relevant credit applications.

For this reason an appropriate Business Process Management (BPM) System was developed and successfully introduced at the end of 2003, in collaboration with entory AG (a former company of the Deutsche Börse Group) and TIBCO-Staffware. This web-based system represents a successful transition from a paper-oriented system to a system based on web technology, with many advantages, especially in the reduction of processing times.

Since the functionality for creating formatted text content and/or analyses was not foreseen at first, the administrators and analysts were limited to using attachments in proprietary text formats. This has now changed. The integration of RealObjects' editor edit-on® Pro has provided over 500 users across the country with a high-performance, user-friendly tool for the creation of analyses and other word processing tasks.

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About DZ BANK AG

DZ BANK AG, Deutsche Zentral Genossenschaftsbank Aktiengesellschaft in Frankfurt am Main is positioned as a central institution and corporate bank as well as a holding of the DZ BANK group. As one of the central banks for the local cooperative banks, it aims to provide tailor-made products, exemplary services and efficient processes. DZ BANK AG will develop into a leading Allfinanz Group with a European orientation over the next few years. DZ BANK is already the fifth largest banking group in Germany and is the 34th largest bank in the world.

In partnership with over 1,100 local cooperative banks, DZ BANK AG provides products and services in all relevant customer segments, liquidity management and reliable refinancing management.

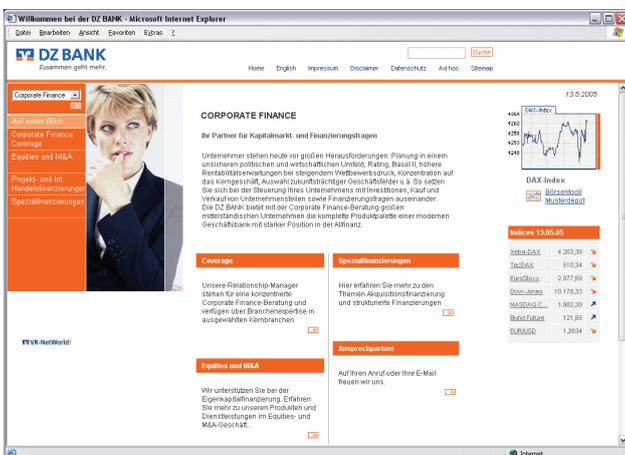
Starting position

The users were provided with a system for processing loan applications via a web server belonging to DZ BANK AG. Administrators could create various credit applications in the system using HTML and standard forms.

Compared to the original paper-based system (i.e. using normal word processing, mailing files etc.), the web-based BPM system provided a significant reduction in processing time for loan applications.

Nevertheless, the actual text creation was done exclusively using TEXTAREA, i.e. the text could not be formatted. HTML tags could not be used, because the system was primarily designed for users with no knowledge of mark-up languages.

The users only had the possibility of attaching documents in proprietary text formats (e.g. Word, PDF). In some circumstances this led to a certain amount of confusion in the process of granting credit and analysing the applications.

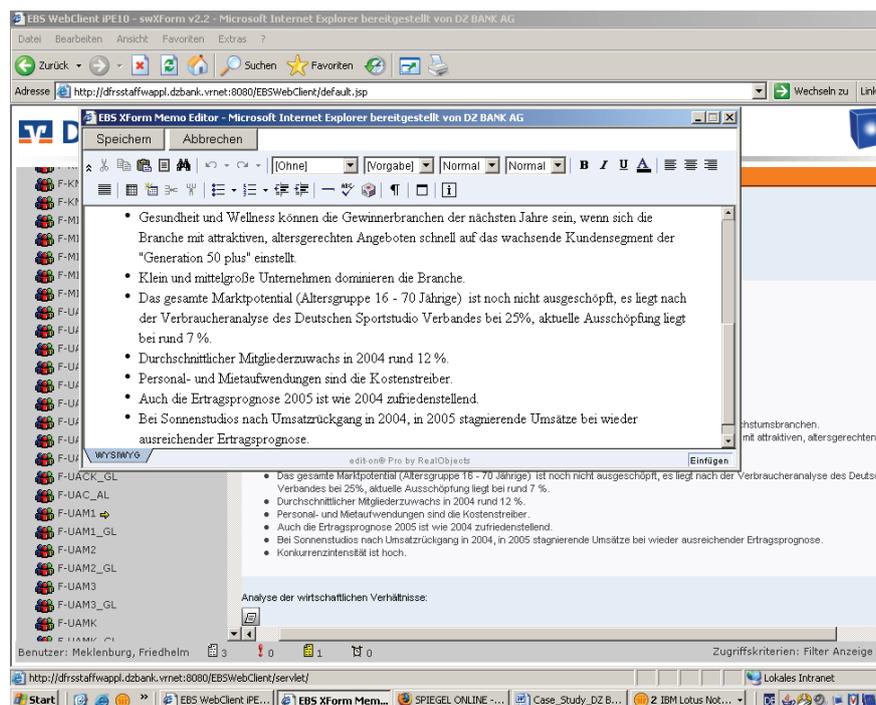
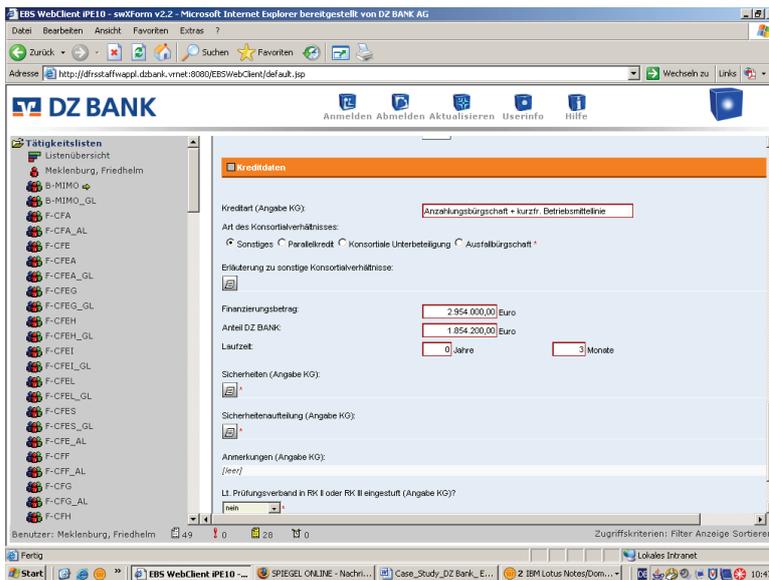


The problem

The TEXTAREA system only offered limited editing capabilities, i.e. only pure text could be entered and edited. This led to confusion and limited the level of user-friendliness. Since the original paper-oriented system provided a range of versatile editing and formatting possibilities, the fact that this was missing was seen as a disadvantage in the first version of the web-based BPM system. In addition to the basic formatting capabilities, the users also missed the presence of a spelling and grammar checker, search features and undo/restore functions. For example, the coding/formatting of very important information within an analysis was not possible. The attachment of different documents in proprietary formats was another weak point of the system.

The solution

DZ BANK has optimally improved its web-based BPM system through the integration of RealObjects' editor edit-on® Pro. In comparison to TEXTAREA, edit-on® Pro offers administrators and analysts extended editing functionality, as described in the problem description above.



The advantages are obvious

On the basis of edit-on® Pro, DZ BANK can now process corporate credit applications much more efficiently. The extensive API allows the editor to be ideally customised to suit DZ BANK's specific requirements and opens up new possibilities for further expansion of the system. The following points speak in favour of the use of edit-on® Pro in particular:

- Extensive editing functionality
- An increase in efficiency and cost savings
- The data is XHTML conformant, i.e. all data (including analyses etc.) are now stored in a unified format and can be easily processed

The users appreciate in particular the functions previously only available in the paper-oriented system, such as:

- Table functionality e.g. definition of table properties and a table assistant
- Enumeration and numbering
- Text formatting e.g. bold, italics, underlined, text colours, fonts, text size
- Justification e.g. left, right or block formatting
- Search and replace
- Grammar and spell checking

Customer comments

Tanja Grimm, Corporate Customer Manager DZ BANK AG, Hanover

"RealObjects edit-on® Pro has allowed us to integrate the aforementioned functionality into our Business Process Management (BPM) System. The users can now very easily enter and clearly format information and analyses."

Winfried von Coelln, Process Manager

"To format text to be acquired in the data entry process, edit-on® Pro offers users the look-and-feel of normal word processing. This satisfies the requirement of representing complex technical content in a structured way and also allows the data to be transferred in the same format to the forms created in the workflow system."

Summary

RealObjects edit-on® Pro has successfully removed a technical weak point in the system. The user-friendliness has been increased and the efficiency of the system has been improved. A decisive advantage for us is the user-friendliness, which provides ease of use and configurable editor settings.

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