We know how

Integration e-Banking Customer Administration

HypoVereinsbank
Member of UniCredit

The Customer

HypoVereinsbank is part of UniCredit, one of Europe's largest bank groups. It is one of the largest financial institutions in Germany, with close to 19,000 employees and approximately 850 branch offices. Within UniCredit, it is responsible for all operations in Germany and simultaneously acts as the competence centre for international investment banking.

The Challenge

The existing system landscape and mature processes led to redundancies and increased costs in e-Banking customer administration. Viable rationalization measures needed to be explored and subsequently put into action.

The Solution

In the course of introducing a uniform customer administration for e-Banking, Specific-Group provided crucial support to the initiative's business analysis and prepared interfaces and user interfaces for customers, employees, and IT. Separate partial solutions were adapted to precisely fit the existing technical framework; these now allow for straight-through processing, including convenient SWIFT business administration. Specific-Group took over many coordinating activities to ensure smooth integration (e.g. validation and test tools for the SEPA conversion).

The Success

Working together with Specific-Group, the following goals were achieved:

- More transparency and usability in user service, leading to increased customer satisfaction
- Substantially reduced administrative and coordination costs
- Short service turnaround times
- Rationalisation of maintenance processes

Specific-Group is a key player in our process optimisation. Without Specific-Group, we would not be where we are now in solving the complex issues related to our electronic service. Following the recent rollout to other departments, the application has grown even more important for the whole group.

We value the dedication and enthusiasm Specific-Group employees bring to our product. This motivation is an essential contribution to our success.

Andrea Ruf, Head of Communication & Banking Server

Specific-Group
Software Solutions

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