

Success Story

Process management at the bank with the most satisfied customers

Sparda-Bank



“The Signavio Process Manager ideally covers essential parts of an MaRisk compliant organisation manual.”

According to Kundenmonitor®, which carries out market research on customer satisfaction levels, for the last 25 years, Sparda Bank Berlin eG has been the bank with the most satisfied customers. With its process management initiative, Sparda Bank Berlin eG is now also a pioneer of Process Management in the German financial market.

The aim of the BPM project is to use the bank's business processes as a basis for producing an organization manual that is MaRisk compliant. Sparda Bank chose to use the Signavio Process Manager because of its intuitive usability.

Signavio Process Manager

The banking sector is constantly changing, therefore it is becoming increasingly important for financial institutions to manage their processes with lasting effect.

In spring 2012, Sparda Bank Berlin eG introduced a project that aimed to create an MaRisk compliant organization manual. In doing so, all working instructions and commercial processes of Sparda Bank were extensively analyzed and revised. It quickly became clear to those leading the initiative that they could introduce organisation-wide process management at the same time. The first step was to develop a process map which divided Sparda Bank's processes into 3 categories –

core, management and support. Based on this, workshops were held with process participants to record the actual status of processes, so that optimal processes could be defined at a later stage. The focus was initially on the loan department. After the first implementation phase, in which the access to documents from Lotus Notes was also ensured, all processes were recorded in BPMN 2.0.

The Sparda Bank Berlin decided to opt for process modeling with the Signavio Process Manager as it not only facilitates the visual imaging of processes but it also covers important parts of an organisation manual. In addition, the intuitive usability of the software also really convinced them to go for the Signavio Process Manager. After just a short introductory training session, the employees of Sparda Bank Berlin were able to begin modeling processes straight away.

In the Collaboration Hub of the Signavio Process Manager, all 700 Sparda Bank employees have access to the process models at all times. The Sparda Bank Berlin project is an outstanding example how process management can be successfully included in the development of a comprehensive organisation manual.

For the management of approvals, the Sparda Bank Berlin uses the approval workflow integrated in the Signavio Process Manager.

Customer Scenario

- › MaRisk compliant organization manual
- › Process portal for 700 employees
- › Banking processes of Sparda Bank Berlin
- › Process mapping with BPMN 2.0



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