

ELO customer reference

Raiffeisenverband Südtirol



Compliant central archiving



"Proper, secure contracts are a basic requirement for banks. In our application landscape, ELOprofessional is a strategic product."

Elmar Weiss, Department Head,
Raiffeisenverband Südtirol

Headquartered in Bolzano, Italy, Raiffeisenverband Südtirol is the parent organization of all South Tyrolean associations set up based on the "Raiffeisen system" acting in line with the associations' basic principles. The organization provides consultation and support for its member associations. It is a service provider for 47 Raiffeisen banks as well as the Raiffeisen Landesbank Südtirol, South Tyrol's central banking institute. Over 300 employees are responsible for fulfilling these tasks every day. With the **ELO**professional ECM system, the Italian company is able to file documents in a single central repository.

The ideas put forward by Friedrich Wilhelm Raiffeisen, the organization's founder, are rooted in promoting cooperation. Collaboration within the organization is on a voluntary basis, following the principle of subsidiarity: Raiffeisenverband Südtirol takes on any tasks individual associations are unable to complete themselves. Self-help and self-responsibility allow its members to work together to achieve common, otherwise unattainable goals. With 365 associations and entities, the Raiffeisenverband represents over one third of all associations in South Tyrol. They are authorized to use the protected trademark, the so-called "Giebelzeichen".





Facts

Country: Italy
Industry: Banking

Company

Headquartered in Bolzano, Italy, Raiffeisenverband Südtirol is the parent organization of all South Tyrolean associations and a service provider for 47 Raiffeisen banks as well as the Raiffeisen Landesbank Südtirol, South Tyrol's central banking institute.

Challenge

A single repository for all customer documents, a modern technological platform, and integration into the Raiffeisen IT architecture, as well as long-term archiving.

Solution

ELOprofessional and the ELO Java Clients installed on 1,600 workstations, as well as full integration into the bank applications at the counter and in the administrative area.

Benefits

- Access to documents via online banking
- Management of internal bank documents
- Document access control
- Older document versions are retained
- Quick document search
- Full text search at the counter area

A lively history

The history of associations in Tyrol and South Tyrol dates back to the 19th century and is closely linked to the history of the Raiffeisenverband. In 1891, an association of attorneys for the German-Tyrolean savings and loan societies was established in Innsbruck. Just a few years later, however, the First World War hit Tyrol, tearing up the association along with it.

In the fall of 1919, immediately after South Tyrol was annexed by the Kingdom of Italy, an auditing association for the Raiffeisenverein and agricultural associations of Bolzano was founded. However, the association was dissolved by the fascist government in 1935. With this began a dramatic decline and likely the darkest period for the South Tyrol associations.

The end of the Second World War saw a return of such associations. In 1946, the main agricultural association as well as the association of Raiffeisen banks were re-established. In 1954, a national organization of South Tyrolean agricultural associations was formed, which would fuse with the association of Raiffeisen banks in 1960 to form the Raiffeisenverband Südtirol organization. At the same time, the new organization introduced the 'Giebelzeichen' as its official symbol, also covering its member associations.

Foundation of the data center

The Raiffeisen building in Bolzano was inaugurated in 1968. Ever since, it has formed the heart of a successful, continually growing Raiffeisen network in South Tyrol. In 1970, the Raiffeisenverband in Bolzano set up a proprietary data center taking advantage of the possibilities of electronic data processing, today the Raiffeisen information system and the organization's largest department. In 1973, the Raiffeisen national bank was formed, with the Raiffeisen insurance service following in 1990. Today, Raiffeisenverband Südtirol is the most important point of reference for Raiffeisen associations and a contact for numerous institutions.



The Raiffeisen Information System

The Raiffeisen Information System (RIS) is the IT department of the Raiffeisen organization – a high-tech institution with strategic significance for the organization and its members. IT supplier to the Raiffeisen organization since 1970, RIS is South Tyrol's largest information service provider with over 130 employees. As a local service partner, Raiffeisen Information System operates within the same cultural and economic area as its customers, guaranteeing optimized communication.

Raiffeisen owns the most powerful mainframe in the region. As an IT service provider for the RGO, RIS processes over three million transactions each day, with an average response time of 85 milliseconds per transaction. To prevent malfunctions and minimize residual risk, the company sets the highest internal security standards.

Two repository systems

Before introducing ELO, RIS had multiple repositories:

- The RDMS (Raiffeisen document management system) was the central system, responsible for archiving documents created based on templates. The documents, such as contracts printed at the counter, consultation logs, customer positions, etc., were actively stored by customers.
- Another application – a second system – was mainly used to archive receipts, bank statements, transparency information, and much more (primarily documents generated automatically by the mainframe or other systems).

In need of a uniform repository system

In 2014, the need for a central document management system became clear with a growing volume of documents, increasing technical requirements, and the complexity of maintaining the systems. After an extensive selection process, the company opted for **ELOprofessional**.

ELO provides a modern, uniform long-term repository system where customers can file all their documents in compliance with legal requirements. These documents can still be accessed in the future. Since 2015, Raiffeisenverband Südtirol has worked with just this one system: everything is filed in ELO, and customers can access their documents over a wide range of channels, such as Raiffeisen online banking.

Automatic filing with ELO

ELO was also integrated into the Raiffeisen authorization system. From here, RIS controls the permissions for different levels of access to documents, right down to the last detail. The Raiffeisen document management system provides Raiffeisen banks with all the latest contract templates in accordance with the specifications of the specialist departments.

RDMS templates are used to automatically generate contracts, documents mandatory by law, transparency notices, and informational sheets. These documents are sent via e-mail or Raiffeisen online banking, and can also be opened at the infopoint. All documents are automatically filed to the ELO repository.



100,000 documents per night

ELOprofessional was installed on all 1,600 workstations, with five servers operating the system. The "old" customer and RDMS documents were moved to the ELO repository. Each night, 100,000 documents were transferred from the Raiffeisen document management system to the ELO repository. In total, 850,000 electronically signed counter documents and around 7,350,000 statements have already been imported to ELO.

ELO applications

At the bank, ELO was integrated into the bank application at the counter and in the administrative area with standard interfaces. The ELO Java Client, a modern technological platform, is used in both internally and at the counter area. For example, documents to identify customers are scanned directly at the counter and stored in ELO – eliminating the need to make photocopies. The signed contracts are scanned to the ELO In tray and filed by magazine administration. The document is assigned a unique magazine number.

Transferring documents from the legacy system

A large number of accounting records, bank statements, and customer notifications are created by the bank application, automatically filed in the ELO repository, and provided to customers over a wide range of channels.

Capturing documents with the scan system

The scan module reads in documents while generating the metadata to manage the documents in the repository, if desired. A stack of documents featuring an RDMS barcode, which provides this data, can be captured automatically. The company also has multiple larger multi-function devices with a scanning function used to scan documents and store them in a network directory. These documents are copied to the In tray when the user opens it.

High-performance

Currently, Raiffeisen already has 45 million documents in its ELO repository. Each day, around 60,000 documents are added, with up to 500,000 documents being added on peak days (especially at the end of the month).

"The process for integrating the solution was complex. We connected ELO to the following applications: the M3/M2/M2.Net counter system, RDMS document generation, ROK query system, KMBS authorization system, ROB Raiffeisen online banking, RTO Raiffeisen trading online, and to all IBM Notes (formerly Lotus Notes) applications."

Elmar Weiss, Department Head,
Raiffeisenverband Südtirol



Internal project at RIS

ELO is now responsible for managing internal bank directories as well as for filing internal bank documents, such as contracts or invoices (accounting), giving the employees at Raiffeisen banks flexibility. RDMS was closely linked with ELO.

Thanks to the customization options offered by the ELO Java Client, the following new functions were implemented:

- Document categorization: Documents filed based on document categories that are controlled by pre-defined filing rules.
- Internal customer search: Search for a customer by short name or control character.
- Search documents by customer no., account no., document type, etc.
- Pre-defined search: After a customer number is entered, ELO displays a list of filed documents, such as all documents related to a customer, account, credit, or invoice.
- Free search in ELO: Search multiple documents, including in multiple keywording forms.
- Other search functions: by document ID, RDMS barcode.
- Magazine administration and magazine flagging system.
- Automatic logon in the ELO Java Client thanks to integration into the central R-SSO system (Raiffeisen single sign-on)

Digital signatures and ELO

Many documents are signed by customers at the counter, on a tablet. The PDF document is assigned a certificate, encrypted, and archived in accordance with legal requirements. A copy of the counter document is filed to ELO.

Counter documents can be delivered via Raiffeisen online banking or via e-mail. The next step of development involves other customer documents and contracts created using RDMS templates. These are then filed to the ELO repository.

ELO iSearch

The ELO iSearch provides results within seconds. All documents also undergo full text indexing, making it easy to search the document content.

Detailed searches using a variety of filters return precise results.

"Quick access to all our documents directly at the bank counter improves customer service significantly!"

Elmar Weiss, Department Head,
Raiffeisenverband Südtirol



Digitizing banks

Sign contracts electronically at the bank and online and file them to a central location in ELO.

"With ELOprofessional, we are well-prepared for future developments."

Elmar Weiss, Department Head,
Raiffeisenverband Südtirol

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Summary and outlook

Due to the high integration requirements, the process of integrating **ELOprofessional** was very complex. There were many challenges, such as integrating the authorization system, and managing 47 banks in ELO. Thanks to dedicated, professional teamwork, the performance of the ELO database was optimized further.

The improvements are plain to see: faster document searches, a flexible directory tree structure in the repository, simple document management, document access control, and central filing in a single repository. Since **ELOprofessional** is extremely user-friendly, it took relatively little time to teach the 1,600 employees at Raiffeisen how to use the software. They were quick to adopt the new system.

In the future, Raiffeisenverband Südtirol aims to use workflows to manage its processes, as well as to continue developing the functions in **ELOprofessional** and the associated systems. Elmar Weiss, Department Head at Raiffeisenverband Südtirol, is fully satisfied: "Digitization has long been a topic for banks. Soon, contracts can be signed electronically at the bank and using Raiffeisen online banking, then filed to a central repository. With **ELOprofessional**, we are well-prepared for these developments."