Case study
AST Order control process
Finanz Informatik Technologie Service
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Order Processing & Accounting
Finanz Informatik Technologie Service

» Founding year: 1994
» Employees: 520 (12/2008)
» Sales: Approx. € 165 million
» Locations:
  • Main office in Aschheim near Munich
  • Offenbach/ Frankfurt am Main
  • Nuremberg
» Business operations: FI-TS offers optimized services and competent IT consultancy for the financial sector
» Origin: FI-TS is a subsidiary of Finanz Informatik (FI) and belongs to the savings bank financial group Sparkassen-Finanzgruppe.
» Customers: Our customers include financial service providers, savings banks and banks, regional banks and regional building societies.
Milestones

2009
IZB Informatik-Zentrum becomes Finanz Informatik Technologie Service

2008
Merger of Sparkassen Informatik and FinanzIT to Finanz Informatik

2006
New parent company: Sparkassen Informatik

2002
Takeover of IT services for the TxB Transaktionsbank GmbH

2001
Integration of the IT department of the Helaba/Data Center in Offenbach

1994
Formation of the IZB Informatik-Zentrum (data center)
Takeover of the IT department at BayernLB/Data Center in Munich

1976
Concentration on two data centers in Munich and Nuremberg in the Joint Accounting Center for Bavarian savings banks

1965
Outsourcing the IT of Bavarian savings banks to a common data center
The business we know

We offer more than four decades of sound know-how „made in Germany“.

Finanz Informatik Technologie Service

...understands financial processes.
...has consistently met the high demands of the business for years.
...uses different certificates to provide highest security.
...exhibits high process competence.
...works independently of specific manufacturers.
...offers its customers scalable services.
...optimizes the operation of your financial processes.
Our services, your advantages

» **Continuity** - thanks to our strong associates and partners – you can count on us to be there for you in the future as well.

» **Experience** - we always provide competent answers, even when carrying out large-scale IT projects and building complex IT infrastructures.

» **IT and expert know-how** - we solve complex tasks and meet challenges quickly.

» **A focus on the financial sector** - we understand the language our customers speak and the business processes they use.

» **Product standards** - make sure that our customers get IT systems specifically developed to meet market needs in terms of cost and performance quickly.
Order Control Process a (simple) Workflow chart
Order à Initialization à work in progress à ready for dispatch à acceptance
Order Control Process

Targets -> Aims, duties and responsibilities

Deliver in time and in preconcerted quality

» Targets -> Aims

• Optimize Orderprocessing
• Monitor adherence to delivery dates, time and effort (= costs) through central coordination and governing
• Reporting (ongoing) the status of every order in work

» Responsibilities

• Quality assurance of order processing regarding content, time and costs
  – Kick Off Meeting, ordertracking, reminding functions, reporting
• Communication interface between sales / customer and processing units (IT factory)
• Detect troubles and problems and initiate escalations
• Detect and approve the time allocations in the SAP System CATS
• plausibility check of order/contract and technical implementation
• Reporting overviews of all orders regarding numbers, contents, time and implementation status
Team

» Eight members of staff organised in teams of competence
  • Network and firewall
  • Windows based server and clients
  • Unix based server incl. SAP
  • Mainframe and (banking) applications

» One key user responsible for tools and methods as an internal service provider (investment is very profitable)
  • Optimize methods and Tools
  • Qualitymanagement
Short story how FITS decided to implement jFLOW! as a workflow Tool for order control process

» Initial situation
  • SAP CS
    – Interface to SAP SD
  • MS Office mails and / or Outlook tasks

» Options:
  • ARS, SAP Workflow

» Requirements:
  • new tool
  • replace mails, outlook tasks and SAP CS
  • avoid documentation overhead
  • interface to SAP (SD)

» Why not jFLOW!
Order processing is communication

» Governing a (small) projekt, a contract, an order is communication
» To communicate you have to talk to one another in a special sequence
  Order → Initialization → work in progress → ready for dispatch → acceptance

You give informations
  • You ask for status
  • You get status informations
  • You give status informations and comments to other persons

» One method is S-BPM
Implementation Experiences

» first complete process in a view days
à Fast decision for jFLOW! as Tool for the new „order Processing“ workflow
à Start Pilot

» some more functions required
  • Database
  • Fluctuating members of the process depending on the specific order
  • Short cuts
  • And so on

» à Much more longer Implementation than expected
Implementation Experiences

» Pilot since March
  • 5 departments
    – Sales,
    – order control,
    – Network, Firewall,
    – Windows Planning
  • Rd. 150 improvements

» Go Live now
  • Nearly the whole company is involved
  • Training courses (rd.160 persons)
Lessons learned

» Plan validation time as long as possible
  • Jump at the chance to optimize

» Involve the concerned persons
  • improvements are possible
  • discussion are required

» Take your time

» Use the existing Tools
  • interfaces are possible and useful
  • SAP

» What is good, better, perfect?
Thanks.
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