

# BANCA UBAE

For the UBAE Bank, the efficiency and rigor in executing processes is of vital importance. In adopting a Workflow and Business Process Management platform, the fear was that it might make our organization inflexible. To the contrary, josh has shown itself to be extremely flexible and versatile and it has allowed us to reach results in efficiency without overloading our organizational machine.



**Enrico Pilotti**  
Manager, UBAE Organization Direction



## it Consult for Banca UBAE

it Consult provided Banca UBAE with josh, the software to support the organization's business processes. With josh, Banca UBAE managed to make document management fast and homogeneous, extending the capabilities of SharePoint.

UBAE Bank was founded in 1972 as "Unione delle Banche Arabe ed Europee" and is a banking business with Italian-Arabian capital. The UBAE shareholders include important Italian and foreign banks: Libyan Foreign Bank, Banque Centrale Populaire, Banque Marocaine du Commerce Extérieur, UniCredit, Monte dei Paschi di Siena (Sansedoni), Intesa Sanpaolo and large Italian enterprises: ENI Group and Telecom Italia. Thanks to their consolidated experience in Trade Finance gained in over forty years of business, the UBAE Bank offers a wide range of services and can boast a singular specialization in all forms of credit assistance in favor of the markets where it is present: financing for exports, credit letters, receipt documents, finance, syndicated loans and risks, on-site professional assistance. The Institute, through its Rome offices, its Milan Branch, its Agency in Tripoli and a network of foreign consultants in the most important markets, does business in more than 50 countries with the support of 500 corresponding banks, occupying a position of reference and reliability in the commerce market.





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*Automating document management  
through a solution based on  
consolidated market standards*”



## THE NEED

### **Automating the management of the enormous quantity of paper documents, a peculiar characteristic of business banking.**

Given the peculiarity of its business, somewhere between the banking, financing and contracts, the UBAE Bank needs to manage an enormous quantity of paper and digital documentation which, for all effects and purposes, constitutes the heart of its core business. Therefore, in addition to the computer components typical of a bank system back office, it has always given particular attention to the management of destructured information. The pre-existing system, based on Lotus Notes, was no longer able to meet the continuous needs originating from the various sectors of the organization; in particular, there were strong limits in terms of document system flexibility and the realization and maintenance of the Bank's operating processes. Therefore, it was decided to renew the entire infrastructure in order to fully meet the following priority functional needs:

- availability of strong document management and corresponding search engine
- possibility to structure the operating processes and the underlying documentation in order to streamline the complex internal procedures of the Bank and make them more efficient
- extreme flexibility and independence in managing processes and the document portal
- availability of web services for the integration of the processes with the legacy applications of the bank system
- ease of use and the possibility of integrating it with the Microsoft Office personal production environment.

All in compliance with a series of strategic guidelines:

- innovative, technological platform, completely based on market standards
- progressive investment on which to build a document repository and organization processes for many years to come

Led to the choice of SharePoint as the base infrastructure and of josh as the platform for process design, execution and monitoring.



Software used:



*A joint approach between SharePoint and josh to allow the execution of work processes and to monitor the document procedure*



# THE SOLUTION

## Take advantage of SharePoint as the base infrastructure and josh as the platform for process design and execution

The project and the set-up of the solution were carried out in two large, successive phases. Initially all of the base documentation and functions available in the previous Lotus system were migrated to the more modern and functional SharePoint environment. The system was immediately started-up with these first, simple available functions, thus giving the Bank personnel a chance to familiarize themselves with the new tool and the new operating environment; this made it possible to avoid the crisis of rejection while at the same time creating the basis for the construction and launching of much more strategic functions, those based on the processes. The second phase, still in the progressive developmental phase, deals with the formalization and fine tuning of several processes, namely:

- Credit Line process: strategic process, which starting from the sales area, involves the entire organization, including the entire procedure for approval and checks regarding the concession of large credit lines to multinational companies
- Legal sources processes: internal process for the approval and distribution and all of the areas of the communications bank concerning the legal regulations introduced
- Securities expiration process: perpetual reminder process, complete with additional information, for the management of the securities notifies to the bank and their expiration and renewal

Obviously the same characteristics expressed by josh in this phase helped the directors of the UBAE Bank organization to understand how the simplicity of creating and maintaining the processes could be used to explore new functions, especially as concerns legal and compliance areas.



*UBAE Bank is an emblematic case of migration from a previous technology to a flexible platform like josh which makes it possible to overcome a series of limits which frequently constitute the real inhibition to automating processes. It is exactly one of those situations in which technology acts as an enabling factor for organizational change.*

Pierpaolo Manzini  
Sales Manager, it Consult



# BENEFITS

## Simple access to document sources, also taking advantage of summary tools and full-text searching.

With josh the UBAE Bank has succeeded in meeting all of the goals set in the design phase and, at the same time, has laid the groundwork for important progressive developments in the organizational processes. In particular, it obtained:

- improvement in quality and efficiency in executing the processes with reduction of the corresponding execution times
- Simple access to document sources, also thanks to the search system
- Integration with the traditional work environment to minimize the impact on personnel

The level of flexibility and integration of the system is also highlighted by the fact that, once up and working with the document part and with the processes, it will be possible to also rapidly introduce josh ProtocolI, the document recording system, which will immediately become a winning and operative part of the recourse to the sorting processes set up through josh.

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