

Implementation of the Form Application for OTP Bank

About the Organization

OTP Bank Romania is part of OTP Group and currently has 106 units, making up a bank which provides high quality financial services. OTP Bank is one of the most profitable financial groups in the region, a fact indicated by the stocks value, which is now 70 times bigger compared to the initial officer from 1995.

OTP Bank, the biggest bank in Hungary is part of OTP Bank Group, one of the most important financial groups in Central and Eastern Europe. The group runs operations in Hungary, Slovakia, Croatia, Bulgaria, Romania, Montenegro, Ukraine, Serbia and Russia. OTP Bank Group intends to become the most important player in the region and to continue its regional development strategy through the acquisition of financial institutions in the Central European countries.

Developed based on the Savings Bank in Hungary, OTP Bank's activity started in 1992, as a result of buying the state bank. The bank quickly became the innovator leader on the Hungarian bank market, on all segments and products. Currently, the group has more than 1,600 branches, approximately 27,000 employees and serves more than 11 million customers.

OTP Bank Romania did not have an electronic form solution up to the date when the SharePoint based solution was implemented. All forms were processed in writing and sent between the company's branches.

'There are 106 territorial units, each with its level 1 IT responsible, with minimum computer knowledge and a few procedures made available by us. Processing the forms in writing involved an enormous effort, considering the operations' complexity and the high number of employees from OT Bank Romania', stated Camelia Drenscu - OTP Bank Romania.

'In addition to the fact that resources and time were consumed for granting rights, the processing could even take two business days', added Camelia Drenscu, IT Manager , OTP Bank Romania

Before implementing the SharePoint based electronic form solution, each time a person was hired, he/she was granted IT rights in addition to the resources made available to the new employee.

'For example, when a person was hired in a cashier's branch, he/she had to be included in a group called 'teller', in the core banking application. To make this possible, a written form was drafted on the territorial unit level and sent by facsimile to the head office, to the coordinating division for all branches. Subsequently, the form was signed by the manager, who then sent it to the IT department for processing, also using the facsimile. In addition to resources and time for granting rights, the processing could also take two business days', added Camelia Drenscu.

Solution

The form application was developed based on SharePoint. Considering OTP Bank's specific needs, several particular components were developed.

'We highly appreciated the SharePoint and Visual Studio .NET development media's flexibility and their facilities determined a substantial reduction of the development time' , stated Catalin Dragne, Manager - Solution Engineering Department, Q'NET INTERNATIONAL.

A form is made up of two elements: a template which includes the structure and the data. When a form is requested, the elements are put together and it is generated. This is a server client type of application with a browser interface. To save the information, there is a data base created in Microsoft SQL Server 2007, which had to be customized to allow the creation of forum type forms.

'All the involved persons have access to the forum flow, for a certain period of time and they have the right to comment on the situation. After concluding the status, the final document form can be validated', noted Camelia Drenscu.

Currently, there are ten forms developed for this module. Among these: New Hire, Internal Movement, Termination, IT Resources Access, Password Reset, IT Rights Changes Head Office, IT Rights Changes Territorial Units, Leave Application, Audit Chart, Delegation Chart.

Benefits:

The first benefit of implementing the electronic form solutions was a cost decrease, since the courier expenses and other related costs (paper, facsimile, etc. were eliminated).

Second of all, the processing period for the form pertaining rights were reduced from 24 to 12 hours. Furthermore, there is an electronic archive with all application rights and a portfolio on the internal client level (employee of OTP Bank Romania), represented by all actions of that employee.

The application pertaining to amendment and periodic verification forms for resource access rights is integrated with the core banking application.

'For example, after we create a regular rights verification chart for a territorial unit, the application indicates the profile of each and every user. In case there are faults, there is a matrix according to which rights are granted, meaning that if someone exists the matrix, the application detects the fault, the responsible departments receive an alert and the situation is analyzed', added Camelia Drenscu.

Before implementing this form, the information collection and comparison was rendered manually.

'Approximately 50% of the operators' work involves the verification of rights. The process became an automated one and now the data is automatically extracted, simplifying the work of those people'. This was the greatest gain, considering the fact that this chart alone could mean two days of work and now it only resumes to one minute. Not to mention the fact that errors were only natural when the processing was rendered manually', Camelia Drenscu continued.

Regarding the quantification of the benefits generated by implementing the form solution, Camelia Drenscu stated: *'The measurements were executed using IT rights forms, namely for New Hire and Internal Movement forms (the processing periods of these two types of forms regarding the hardware and software resource delivery for new employees and transferred ones. The costs related to this activity and processing periods were reduced. The implementation of these electronic forms determined an improvement of the support activity by 20% and of the final users by 40%, regarding the filling-out/approval of an electronic rights form'.*