

DekaBank Deutsche Girozentrale Luxembourg S.A.

Financial services providers adopt Adobe® LiveCycle® ES solutions to automate form completion and data capture on printed forms with 2D barcodes

DekaBank Deutsche Girozentrale Luxembourg S.A.

www.dekabank.lu



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In Partnership With

DSV-Gruppe

www.dsv-gruppe.de

Industry

Financial Services

Challenges

- Optimize and accelerate form processing
- Ensure updated, accurate forms are available to branches

Solution

- Account opening
 - Branch automation
- DekaBank Luxembourg is using Adobe LiveCycle ES solutions to automate completion and processing of customer service forms for account opening and other activities.

Results

- Accelerated transition to digital forms
- Reduced costs for paper-based forms
- Achieved 100% accuracy in data transfer with 2D barcodes on PDF forms

Systems At A Glance

- Adobe Reader®
- Adobe Acrobat® Pro
- Adobe LiveCycle ES (Enterprise Suite). Components used include:
 - Adobe LiveCycle Reader Extensions ES
 - Adobe LiveCycle Barcoded Forms ES

Digital workflow instead of paper forms

DekaBank Deutsche Girozentrale Luxembourg S.A. is a subsidiary of DekaBank the central asset manager for the German Sparkassen-Finanzgruppe. Successfully representing the Luxembourg banking industry since 1971, its core business includes corporate banking and capital markets, as well as asset management.

For processes that are part of fund-based wealth administration, DekaBank makes a total of three different forms available to its Sparkassen-Finanzgruppe institutions. Currently, forms for opening accounts, changing master data, and orders are delivered to Sparkassen branches on paper. There, they are manually filled out by the institution's advisors and then signed by the client. Each day, more than 1,500 new documents are created and integrated into the bank's workflow.

"Printing and distributing forms results in six-figure costs each year," says Robert Klein, a member of the IT service team. "Therefore we were on a search for an alternative. Additional reasons included the realization of digital workflows, reducing manual data-entry errors, as well as faster availability of changed forms."

As a result, the bank was looking for a software solution to make digital forms available to Sparkassen branches. Filling out the forms should be interactive on a PC and, ideally, include built-in controls to help ensure the proper information is entered. Because qualified electronic signatures are not yet used on the bank's systems, the end customer's signature is still required on the paper form.

Leveraging Adobe LiveCycle ES

On the web, Klein found projects and background reports on Adobe LiveCycle Barcoded Forms ES and tasked DSV-Gruppe with an evaluation and later the implementation. DSV-Gruppe is the document publishing house and central IT service department for Sparkassen-Finanzgruppe. In its function as central IT service department, DSV is responsible for software solutions and forms for the Sparkassen-Finanzgruppe operations.

The decision in favor of Adobe LiveCycle ES solutions was made quickly. "We already had extensive positive experience with PDF and LiveCycle solutions," says Christian Schulze-Amelung in Software Product Management at DSV. "We only needed to make sure that the 2D barcode could be connected to the core DekaBank system without presenting any problems."

After a model was developed jointly by DSV and Adobe Professional Services, all future forms will be developed as PDF files using Adobe LiveCycle Designer. In addition to the standard forms, Sparkassen forms can be easily developed to incorporate logos and product variations from groups such as the wealth management organization.

Employees upload the required PDF forms from DekaNet, a portal for Sparkassen advisors, to their PCs and fill them out using free Adobe Reader software. Data in the form is verified automatically, and the completed form can be printed only after all mandatory fields have been completed and validation is complete.

