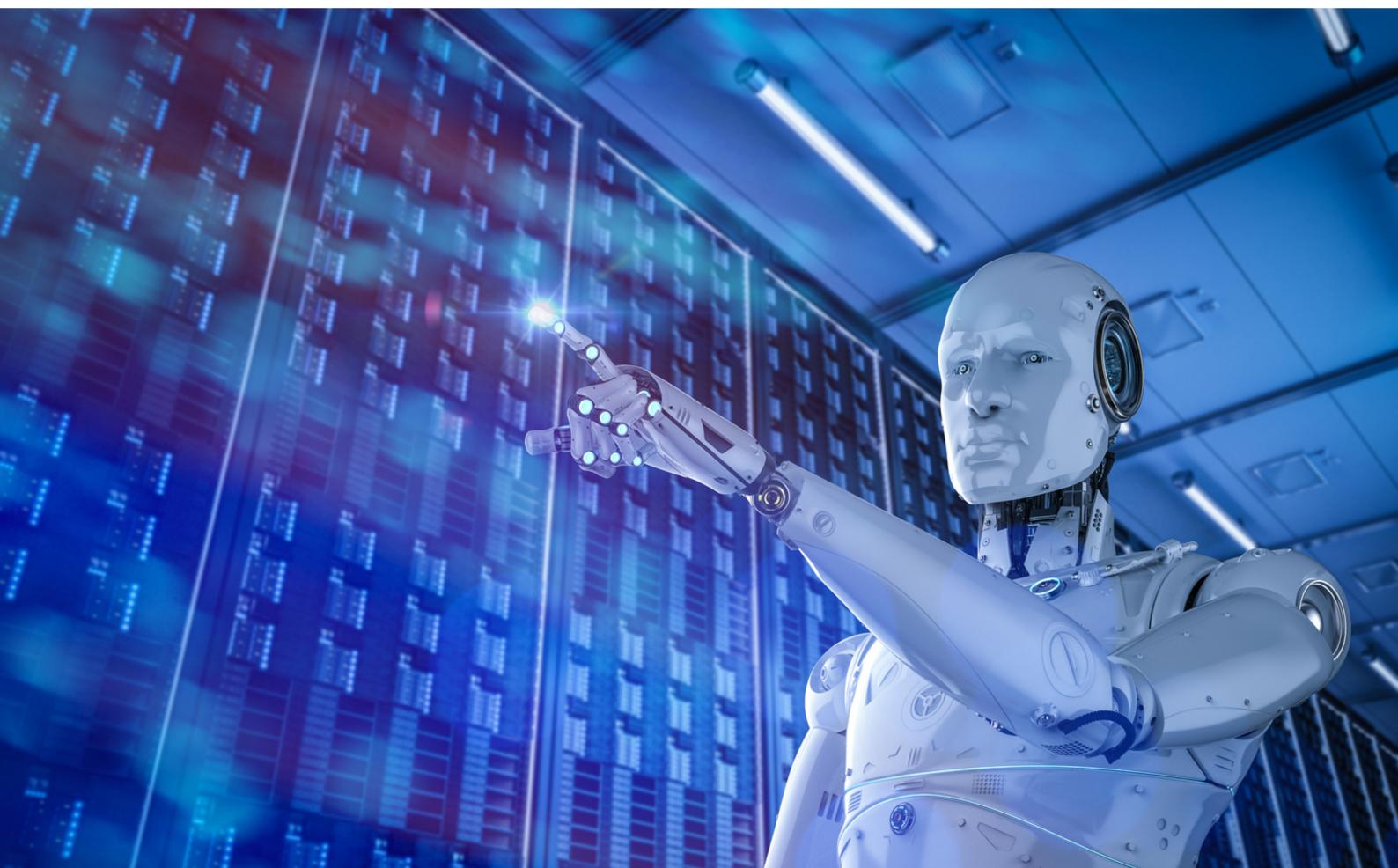


# Automating Document Management for Banking

Through digital innovation, Finanz Informatik GmbH & Co. KG transformed their document management system, achieving cost savings, improved accuracy, and streamlined operations.



## About Finanz Informatik

Finanz Informatik GmbH & Co. KG (FI) is the central IT service provider and digitalization partner of the Sparkassen-Finanzgruppe. FI supports their market leadership in the German banking sector by developing efficient, secure, and compliant solutions on the OSPlus platform. Their expertise spans the entire IT service process, from design to implementation, operation, and support.



Banking



6,942  
employees



Germany



COBOL, Adobe,  
ServiceNow



10 Team member  
since 2011

## Challenge

- **Complex System:** Managing a multi-layered document management system.
- **Customization:** Individual modifications by each savings bank.
- **Need for Digital Solution:** To manage changes and ensure accuracy/compliance.
- **Error-Prone Process:** Lack of a unified solution led to inefficiencies.
- **Increased Costs:** Resulted in higher operational costs.

## Solution

- **Workflow Analysis:** Conducted a thorough analysis of the existing workflow to identify improvement areas.
- **Digitalization:** Implemented a streamlined, digitalized process to enhance performance and security.
- **Automated Testing:** Shifted from manual to automated testing to ensure form accuracy and compliance.
- **Efficiency Gains:** Significantly reduced the time and effort required for testing.
- **Error Reduction:** Minimized the risk of errors through automation.

## Success Story

The success of the project was achieved through a collaborative and systematic approach. Krusche & Company began with a thorough analysis of FI's document management system, identifying key challenges and areas for improvement. Together with FI, they defined and implemented a streamlined process, ensuring seamless integration with existing systems.

Continuous optimization has been key, with regular reviews and adjustments to maintain efficiency and effectiveness. A significant milestone was the introduction of ServiceNow in 2023, replacing previous in-house solutions with a more scalable platform. The first performant results were achieved in less than 3 months, demonstrating the efficiency and effectiveness of the new process.

FI has been a valued client of Krusche & Company since 1999, and this long-standing relationship highlights the successful outcomes and mutual commitment to continuous improvement.

## Why K&C?



**Deep Understanding:** FI chose Krusche & Company for their profound knowledge of both banking and technical processes



**Process-Oriented Expertise:** K&C's commitment to continuous optimization and process-oriented thinking were key deciding factors



**Tailored Solutions:** Their ability to deliver customized solutions that meet FI's specific needs ensured the project's successful implementation

## About Krusche & Company

With over 25 years of experience, Krusche & Company (K&C) is a leading IT outsourcing provider, specializing in web and cloud technologies. Our team of 150+ IT experts operates from six offices worldwide, delivering top-notch services in UX/UI design, software development, cloud development, DevOps, quality assurance, agile project management, and cybersecurity.



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