

## SAP Customer Success Story Banking



Top managers at **Zürcher Kantonalbank (ZKB)**

were heavily reliant on quarterly printed reports for decision making.

But in today's fast-paced banking industry, these **trimonthly bursts of information were simply not enough. With SAP® Business Information Warehouse (SAP® BW),**

**ZKB employees have all the facts and figures they need at their fingertips – and they no longer need to wade through piles of paper.**

 **Zürcher Kantonalbank**



## ZÜRCHER KANTONALBANK

### SWISS BANK CREATES INTERNAL REPORTS IN RECORD TIME

#### SAP REPORTING TOOLS ACCELERATE DECISION MAKING AT ALL LEVELS

Zürcher Kantonalbank (ZKB) was founded in 1870 to meet the investment, cash, and credit needs of businesses and private individuals in the Swiss canton of Zurich. In 2002, ZKB managed total assets of CHF 80.5 billion (€52.2 billion) and ranked as Switzerland's third-largest bank.

#### CLICKING GOODBYE TO PAPER-BASED REPORTING

In the increasingly dynamic banking industry, minimizing costs and responding to the changing needs of customers are top priorities. That means automating costly and time-consuming manual processes and improving decision making. By replacing the old, paper-based system of generating internal reports, ZKB was able to kill two birds with one stone. "Under the old system, managers had to rely on printed reports generated using a variety of tools and distributed on a quarterly basis," explains Stefanie Randl, project manager at ZKB. "Thanks to SAP® Business Information Warehouse [SAP® BW], these critical statistics can be compiled automatically and sent out electronically every month."

Historically, ZKB was an early adopter of SAP technology and already had solutions in place for a broad spectrum of processes. "With SAP BW, we knew we were getting a highly flexible and scalable solution that could easily be integrated with our existing SAP systems," says Randl.

### TAILORED REPORTING TOOLS

SAP BW extracts data from a variety of sources, and makes it available for sophisticated reporting and analysis systems for gathering and storing information. The SAP® for Banking profit management capabilities were central to this project; these capabilities enable companies to determine margins and evaluate the profitability of financial transactions.

Implementation of SAP BW began in January 2001 and the system was operational by July 2001. Development work was performed in-house with the help of a single consultant. "The initial phase of defining user requirements proved to be the longest and most challenging. It was difficult for users to decide what they wanted without being able to see the finished product," explains Randl. "Once the ground rules were laid down, the standard solution was tailored to the specific needs of different user groups.

**"With SAP BW, we knew we were getting a highly flexible and scalable solution that could easily be integrated with our existing SAP systems."**

Stephanie Randl, Project Manager at ZKB

Roles and authorization procedures needed to be entered for 300 ZKB employees, including top management, controllers, and staff in various business units. The solution went live on a 'big-bang' basis, but we took advantage of the quiet period between quarterly reports to train users." The first report was produced for the third quarter of 2001.

### QUALITY, VERSATILITY, AND SPEED

SAP BW dramatically helped ZKB accelerate its internal reporting processes. "Previously, it took six weeks to collate a quarterly report. Now most of the content is generated automatically and we only need 10 working days. This makes it possible to produce

### AT A GLANCE

Software	SAP BW 3.0B
Hardware	IBM M80, 450 MHz
Operating system	AIX 4.33
Database	Oracle 8.1.7.3.0
Number of users	300 (target 400)
Implementation	January to July 2001

monthly reports. What's more, we no longer print documents and distribute them by hand. Instead, they are sent out electronically – saving time and money," says Randl.

The granularity and transparency of information has also been significantly improved. ZKB employees can now electronically access data tailored to their needs, at any time. Standard and customizable templates allow reports to be generated for specific purposes. "In addition, the Business Explorer (BEx) Analyzer facilitates ad hoc research and, thanks to its logical navigation, improves the user's understanding of the information available. The new tools have been universally accepted and have improved decision making throughout the organization," concludes Randl.

### SAP BW: A SOLUTION TO BUILD ON

The solution will soon be made available to 400 users, and will be developed to incorporate additional aspects of ZKB's business. Already, reports on securities accounting and on real estate have been added. Future plans include functionality for human resources and account management. According to Randl, "The fact that SAP BW is integrated throughout the organization is its major strength – it allows us to progressively add new reporting functions as and when we need them."