



Using low-code to maximize value at a leading global bank

When one of the world's leading financial institutions set out to transform its global operations, its mission was clear: reduce costs, increase productivity, and strengthen risk control — all while delivering faster, smarter business outcomes.

In the highly regulated banking industry, efficiency and compliance are constant challenges. The organization needed to:

- Streamline internal processes across risk, audit, and control functions.
- Reduce manual work and dependency on spreadsheets and emails.
- Deliver new capabilities rapidly, without adding heavy IT overhead.
- Maintain auditability, security, and transparency across every process.

Traditional approaches — large-scale systems, manual workflows, or Excel-driven processes — were no longer enough. The bank needed a flexible, scalable, and compliant way to automate processes end-to-end. And they needed it fast.

A center of excellence for future-proof scaling

Using Flowable's low-code platform, the team quickly built a proof of concept — delivering a working workflow prototype within weeks rather than months. With Flowable's visual modeling, built-in audit trails, and enterprise-grade authorization, the bank could ensure data integrity, regulatory compliance, and rapid iteration. Each iteration provided real-time feedback from business users:

ensuring every workflow was practical, intuitive, and aligned with real business needs.

By embedding Flowable experts into their agile pods, the organization built an internal center of excellence that combines product ownership, modeling, development, and quality assurance.



Even during the pandemic, cross-continental collaboration flourished: developers in India, modelers in Poland, Flowable consultants in Switzerland, and business teams in London and the U.S. worked seamlessly together.

WITHIN JUST A FEW YEARS:

- The bank trained over 14 internal Flowable modelers and developers.
- More than 40 intelligent workflows were deployed globally.
- Entire business areas — once dependent on spreadsheets and manual coordination — moved to structured, auditable, automated workflows.

By 2022, Flowable was fully integrated into the organization's digital ecosystem, with local teams independently building and maintaining workflows, while Flowable continued to provide advanced product support and innovation.



2018 – 2019

- Business Case discovery
- Proof of Concept
- Flowable provides capability



2020 – 2022

- Workflows in production
- Recruiting & training internal resource
- Flowable provides support & training



2022 – 2024

- Demand driven use case pipeline
- Internal capability
- Flowable advises on innovation & enablement



2024 +

- Ambitious plans for future
- Focus on product innovation
- Flowable being a technology partner in planning



” **Flowable’s low-code approach allows us to build workflows fast. But not just that: It comes with built-in use authorization with audit trails, with controls. So, we’re very certain that once the data is within our workflow, it’s safe and can’t be simply overwritten.**”

Executive Director Lending Products & Platforms

The results: real impact across the organization

With Flowable the organization gained tangible business benefits:



Compliance by design:

Automated audit trails, control evidence, and regulatory reporting.



Increased productivity:

Knowledge workers now focus on analysis and decision making, not administration.



Data-driven decisions:

Structured, high-quality data powers better reporting and future AI initiatives.



Increased efficiency:

Workflows that once took months to launch now go live in weeks.



Empowered teams:

End users became co-creators: driving adoption, innovation, and enthusiasm for digital change.

From a single proof of concept to a global portfolio of intelligent workflows, this bank has redefined how large financial institutions can leverage Flowable to turn complexity into control, data into decisions, and knowledge into impact.