

# Camunda BPM at Bank11

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Execution of the core business via automated processes with Camunda BPM

Great combination of other software services to a flexible end-to-end solution

Strong improvement of process communication throughout different departments for various subject areas

»We finally chose Camunda BPM  
because this software meets  
all our requirements.«

»The success of this project is so great  
that we've already started further  
projects with Camunda BPM.«

Andre Thomas (Leiter Organisation und IT, Bank11)  
Wolfgang Pleus (PLEUS Consulting, IKS)





Bank11 is a credit institution founded in 2011 with headquarters in Neuss, Germany. It specializes in sales financing for the medium-sized car trading business. The Bank offers attractive financial services and insurance. More than 5,000 car dealers are contracting partners of the company. Additionally, private clients can open daily savings accounts and checking accounts.

The implementation of the project was carried out by internal and external development teams of Bank11 and IKS Gesellschaft für Informations- und Kommunikationssysteme GmbH under the technical and methodical management of PLEUS Consulting. Bank11 has been using Camunda BPM since 2014. We conducted the interview with Andre Thomas (Head of Organization and IT, Bank11) and Wolfgang Pleus (PLEUS Consulting, IKS).

### *The problem*

#### **Key problems before using Camunda BPM**

»Until now, central, business-critical processes for lending were implemented using standard software. However, these are not suitable for strategic development and no longer optimally supported the application process. In addition, we did not use established BPM, instead our workflows were hard-coded in various systems. Only our experts had the necessary knowledge about the processes which were not mapped with BPMN. This occasionally led to misunderstandings and ambiguities between the individual departments.

We had the need to clearly define and automate processes in order to achieve a high automatic decision making rate. Our processes integrate numerous internal as well as external services, e.g. The Schufa audit for the execution of qualified credit decisions. In addition, it was important for us to implement the project quickly so that it can be used productively in our workflows. Furthermore, we set large goals in the usability and flexibility of the potential software and this could only be achieved by self-development.«



## *Why Camunda BPM?*

### **Alternatives and the decision for Camunda BPM**

»At first we were considering conducting the project without any process engine. In addition, other BPM products were compared to Camunda BPM, but we finally opted for Camunda BPM because this software meets all our requirements. As well the following advantages of Camunda BPM made us decisive:

- Top Support
- Direct contact with Camunda technical specialists
- Camunda's Customer proximity

Even before implementation of the project, Camunda was able to help us with the initial process analysis in a very competent manner. We then introduced Camunda's supported BPMN 2.0 standard as a visual language for our agile team. Thanks to BPMN, we were able to develop and map our processes in interdisciplinary workshops, involving both subject matter experts as well software engineers. With Camunda BPM the BPMN 2.0 models are then technically executed.

Camunda was also very well integrated into our open source middleware (i.e. JBoss EAP Cluster), this made it possible to use our technical service landscape very precisely. The combination of Camunda BPM and a sustainable service landscape according to PLEUS Consulting's Sustainable Service Design approach works perfectly. Reusable software services are orchestrated by Camunda BPM and thus combine to form a flexible and modular overall solution.«



## **Challenges**     **Project development and challenges**

»One major challenge was the process evolution and migration of existing processes. Our strategy was to let the persistent processes run out and then we migrated our business data without processes. Support by the Camunda team was provided and very well received. In addition, workflow control was limited by user tasks and groups, each user should always be able to access all User Tasks and restrict them via flexible filters. Here we have implemented a task control based on Solr, which was well combined with Camunda BPM.

Moreover, process analysis and automation had to be carried out within an agile and interdisciplinary team. The visual process language BPMN 2.0 has helped us simplify communication between developers and domain experts. As part of the agile process, the process definitions and service interfaces are incrementally developed and improved in interdisciplinary workshops. A big advantage of Camunda BPM is that BPMN 2.0 can be executed directly after the technical enrichment without a transformation break.«

## **Situation now**     **Results of using Camunda BPM**

»Bank11 now handles a large part of the credit decisions (core business) via the new system with Camunda BPM. The central processes for lending are standardized with a high degree of automatic decision making. The system stability for these core processes of our business is extremely high, even with very high load. In addition, we are now in a position to better understand the processes throughout different departments. The success of the project is so great that other projects have already begun with Camunda BPM on the same technical and methodical basis.«