SIEMENS

Siemens is a multinational conglomerate employing approximately 385,000 people worldwide, and the largest industrial manufacturing company in Europe. Their Siemens Finance division offers international business-to-business financing solutions. They finances infrastructure, equipment, and working capital investments – in addition to managing financial risks throughout all of Siemens.

With adaptability as a part of their operational mindset, they are committed to financing solutions that help companies remain strong and steady in a wide variety of conditions.

Industry: Finances

Website: https://new.siemens.com/

Country of implementation: Poland

Business situation:
The financial market is one of the most competitive sectors of the economy. New product innovations regularly disrupt the market, change the balance of power, and force traditional players to reorganize their business strategies.

Siemens Finance needed an IT solution to create tailor-made applications to effectively manage their business processes that introduce new financial products to market. The goal was as much for maintaining and further developing a competitive advantage as it was for internal efficiency.

Why WEBCON BPS?

Siemens Finance faces the ongoing need to create innovative financial solutions, improve and enhance their customer service, and maintain/improve overall competitiveness. Clients expect solutions that are tailored to their needs that are nevertheless simple, fast, and readily available.

LEO CMS (Contract Management System) is the system of record Siemens Finance has used for many years to keep a record of all the company's activities, serving as the ultimate source of critical business data.

What was needed, however, was to augment that system of record with a system of innovation. It had become clear to Siemens Finance that, in order to respond more quicly to market changes, they needed a modern solution for managing business processess. It would need to:

- have an intuitive user interface, be tailored to specific given tasks, and be available through a web browser;

- be fully integrated with CMS and external web services;

- enable the rapid creation of prototypes

- enable the rapid introduction of new and updated applications into the production environment;

- offer the stability, security, and efficiency needed for strategic project development

- enable the IT team to quickly implement changes required as business needs dictated.

WEBCON BPS was the solution Siemens Finance determined to have met all of those requirements. The low-code platform enabled them to rapidly develop tailored applications to automate and manage all the business processes they had in mind (and then some).

A cross-section of data points includes:

An initial platform implementation in **2013**

Over 100 business processes automated to date

Acceleration of internal processes by **87%**

Acceleration of elaborate external processes by **68%**

An ROI after 3 years of **113%**

An estimated **$ 1.17 M** was saved by creating all the applications on one platform, rather than purchasing, implementing, and maintaining a multitude of individual one-off solutions available on the market.

The key benefits of implementing WEBCON BPS:

- the ability to quickly introduce new financial services to the company's offerings;

- improved customer service due to automating time-consuming processes, e.g., making credit decisions;

- guaranteed data security;

- compliance with policies and procedures;

- the ability to introduce changes to processes quickly, and without disrupting the organization's operations in progress;

- markedly reduced training costs and shorter user adoption curves since application created in WEBCON BPS look and behave in a consistent manner;

- reduced IT costs since a single platform can be reused again and again to build tailor-made solutions;

- faster, better, more responsive, and more easily supported deliveries of new IT projects tightly coupled to business initiatives.

Siemens Finance chose WEBCON BPS because:

- it allows us to address every business need by creating tailor-made applications with an internal IT team and to begin each project as soon as the requirements appear – without the need to look around for new, dedicated software solutions available on the market;

- we can easily adapt applications when our business requirements change – regardless of the vendor and its product development roadmap;

- we have a guarantee that each new solution will be embraced by the business and we will not have to spend time on additional training for employees on the use of the new application;

- regardless of whether we spend a week or five months on creating a solution – we know that it will be secure and efficient, and we will be able to easily maintain it with our internal IT team.

Tomasz Kszczot,
CIO at Siemens Finance

Increase in productivity and **acceleration of business processes thanks to digitization**

Before implementing WEBCON BPS, many processes were carried out manually using paper documents, spreadsheets, and email correspondence. This had a direct impact on process execution time, employee productivity, and customer experience.

Thanks to dedicated applications, a whole series of processes were digitized, standardized, and made significantly more efficient. Automating internal processes such as submitting leave requests or correspondence workflow accelerated process handling time by up to 87%. Employees freed from performing repetitive and often tedious tasks found they could turn their attention to more value-driven activities as well.

Comprehensive, business-critical external processes were also improved by 67%. Automating such processes as credit scoring or extending payment terms had twin effects, a positive qualitative impact on customer experience, and a quantitative impact on the number of inquiries Siemens Finance was now able to handle. Applications shortened time-to-market for new financial products, while also improving work quality by reducing human errors.

Better control over processes and **improved information flow within the company**

Workflow automation has made processes more transparent and easily auditable. Automating them with a single platform made it significantly easier to equip the C-suite with a bird's eye view of all business processes across all departments, branches, and divisions.

Improved process transparency made it possible for everyone to know who's responsible for any given task in any process. It made projects easier to manage, deadlines easier to meet, and procedures easy to comply with.

The shift from storing information on paper, a desktop, or an email folder to a digitally managed process platform has increased data security and improved the flow of information within the company, making it much easier for the employees to access the information they need, anytime and anywhere.

Flexibility in application development **is the driving force behind innovative solutions**

The life cycle of an IT project that addresses a new business need usually meant spending time on envisioning the right solution, finding and a reliable vendor, carrying out an in-depth evaluation, conducting a purchasing process, negotiating contracts, implementing the system, launching it, and training users. The new solution also means new costs and risks related to its maintenance and service.

Thanks to WEBCON BPS, new applications at Siemens Finance are created on the platform they only had to purchase once, and one that is now well-known both to IT and their users. Projects are launched quickly and incur no learning curves or incremental licensing costs. Tailored applications are delivered without coding, either directly by IT or in cooperation with a trusted vendor, and within their existing infrastructure and skill set. Since all the applications are available in one place, and with a consistent look and feel, employees adopt them eagerly without the need for additional training, turning new projects into familiar projects in record time. WEBCON BPS' unique InstantChange™ technology allows the IT employees to easily adapt and evolve running applications even while they're in use, so any change or improvement becomes immediately available to new and in-progress work alike.

Siemens Finance's newfound ability to create various solutions on a single platform allowed it to standardize processes, facilitate management, save time, and significantly reduce the costs of digitalization. WEBCON BPS' flexibility continues to allow their IT department to work iteratively and regularly with business units in a collaborative fashion. Business users, encouraged by the fast application delivery time, are more willing to propose new ideas and improvements for existing solutions.

It's not an exaggeration to say WEBCON played a big role in making innovation a part of Siemens Finance's corporate culture.

"We started our journey with WEBCON BPS 10 years ago by automating our correspondence workflow. We quickly saw how extensive the platform's capabilities are, as opposed to the off-the-shelf solutions, which were dedicated to automating only one process.

Thanks to the flexibility provided by WEBCON BPS, we were able to start creating solutions that allowed us to technologically enter areas reserved only for startups or fintechs, and we became the only large leasing company in Poland who could successfully keep up with them. The opportunity to explore new areas has undoubtedly become the driving force behind innovation in our organization.
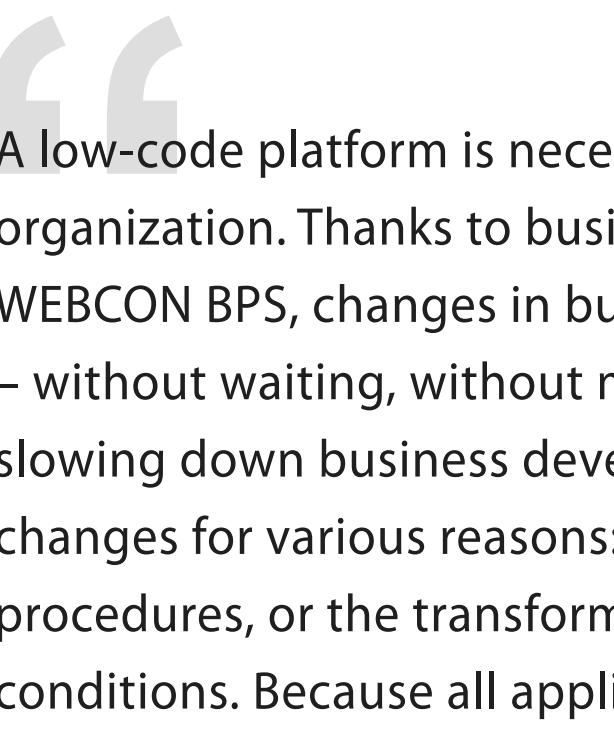
Tomasz Kszczot,
CIO at Siemens Finance

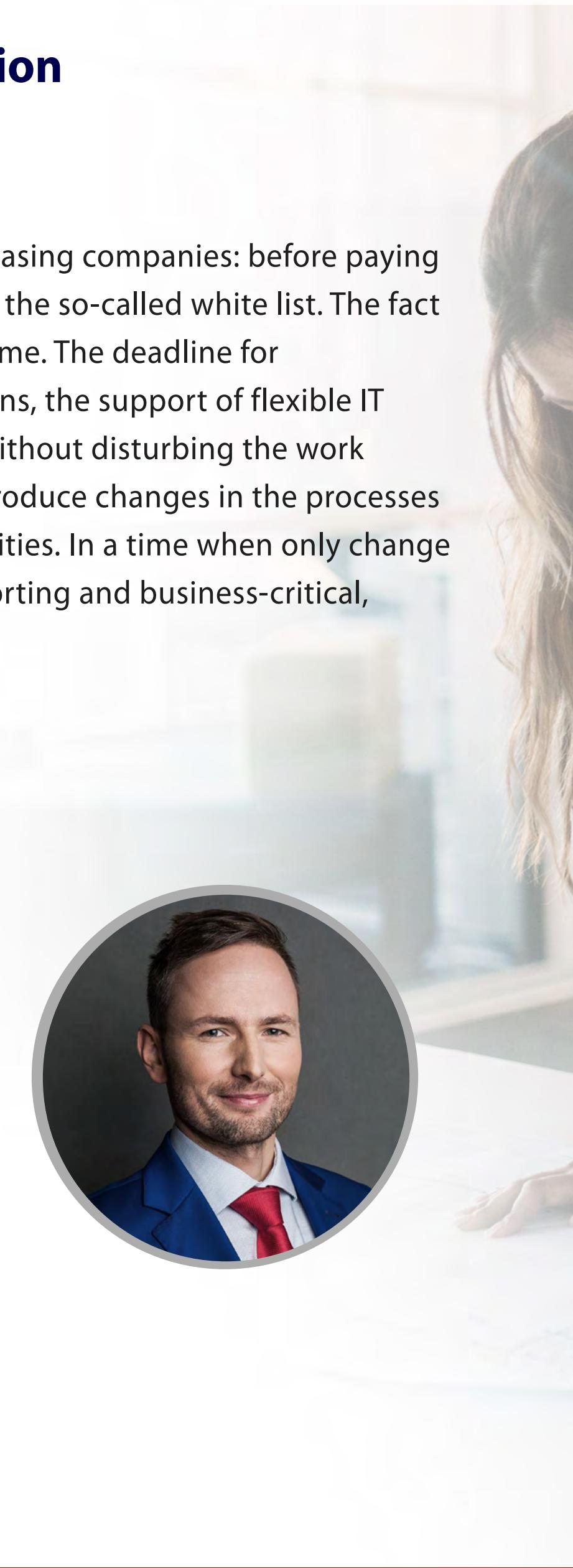# A low-code platform **is key to becoming an adaptable organization**

> "A few months ago, a new legal requirement was introduced for leasing companies: before paying each invoice, it became necessary to verify that the supplier is on the so-called white list. The fact of checking the supplier had to be recorded in the system each time. The deadline for implementing the new procedure was very short. In such situations, the support of flexible IT tools is crucial to update the way the processes are carried out, without disturbing the work environment. WEBCON BPS gives us the certainty that we can introduce changes in the processes immediately, and thus flexibly respond to changing business realities. In a time when only change is certain, the ability to effectively manage processes, both supporting and business-critical, should be a priority for any organization.

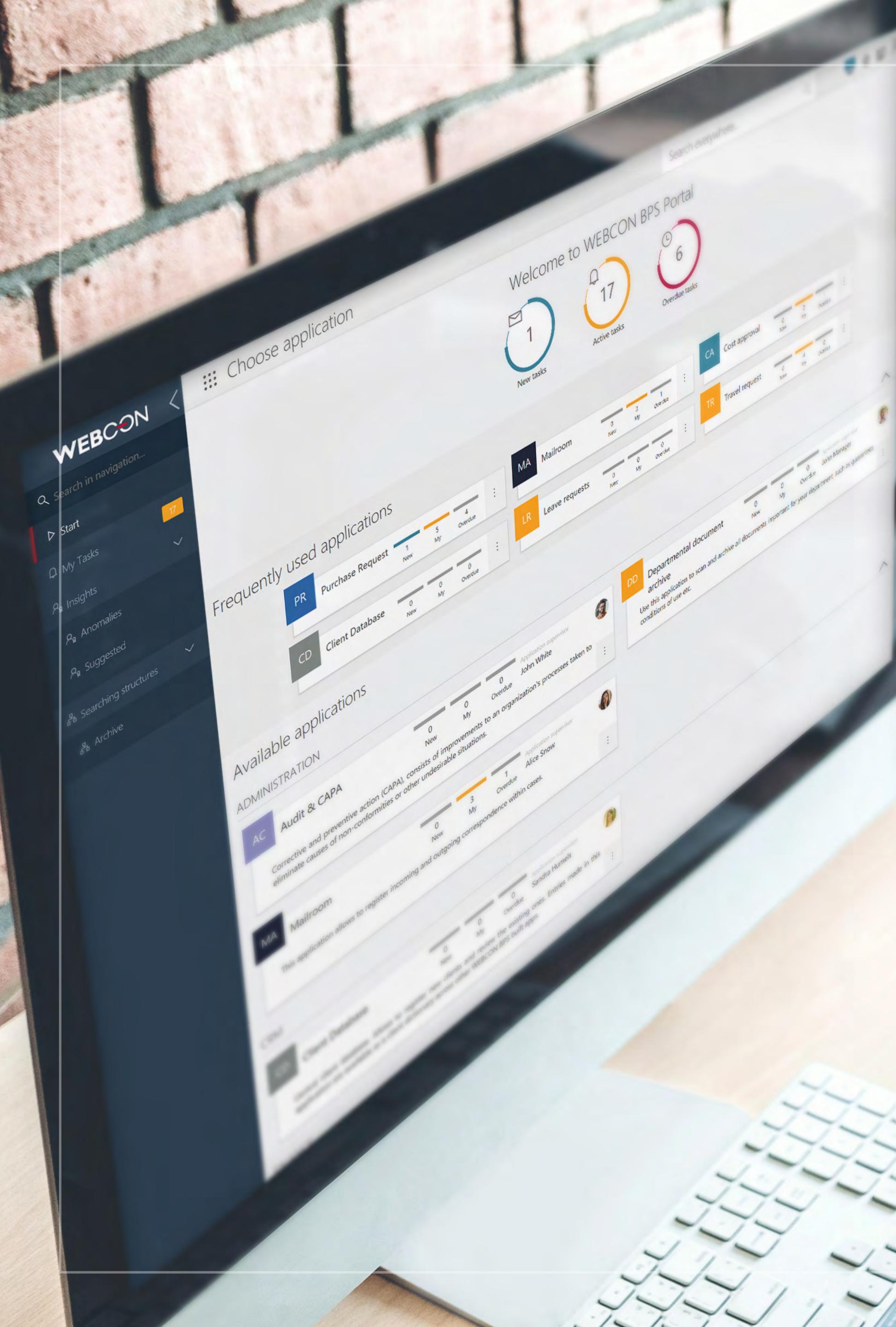– **Tomasz Kszczot**, CIO at Siemens Finance

> "A low-code platform is necessary in order to be able to become an adaptable organization. Thanks to business process management and automation platforms like WEBCON BPS, changes in business processes can be introduced basically immediately – without waiting, without maintaining the old way of functioning and thus without slowing down business development. We observe that our clients have to introduce these changes for various reasons: new legislative requirements, the reorganization of internal procedures, or the transformation of the business strategy influenced by shifting market conditions. Because all applications are created on the same platform, they have a unified interface, so every person in the company knows how to use them. Thus, even after introducing changes in the process overnight, employees are able to continue their work without interruption or losing efficiency.

– **Łukasz Wróbel**, CBDO & SVP at WEBCON

ADAPTABLE ORGANIZATION

The Adaptable Organization is a fundamental shift in operating and management philosophy that enables large-scale global organizations to operate with a start-up mindset and drive modern people practices that enable enterprise agility through empowered networks of teams. According to a report by Deloitte, companies known as adaptable organizations understand that, in a customer-centric, modern business ecosystem, the need for change is inevitable. Adopting an agile management model and being ready to quickly respond to changing market conditions should become part of the company's DNA. Organizations must therefore learn to effectively manage change, preparing both their employees and the IT infrastructure to support them in adapting to the ever-changing and competitive market.

WEBCON®

WEBCON develops the low-code Business Process Automation platform, WEBCON BPS (Business Process Suite). This enterprise-grade system allows organizations to embrace digital transformation by digitalizing their workflows and building comprehensive, scalable, process-centric and future-proof applications applying the agile DevOps model.

At WEBCON, digital transformation isn't a buzzword – it's a way of life; it's about reducing steps, eliminating mistakes, ensuring compliance, connecting assets, and encouraging continuous improvement. Applications made with WEBCON BPS are scalable, process-centric, low-to-no-code, equally at home online or on-premises, and happily used on both desktops and mobile devices. WEBCON's unique InstantChange™ technology lets customers adapt/evolve processes to address changing needs immediately and painlessly. WEBCON processes are clearly understood and easily governed, and they can be connected to line of business systems, documents, forms, messages, and collaboration workspaces.

Over 350 happy clients worldwide underline the platform's success in effective business process management. WEBCON partners with top-class international IT system integrators from 12 countries who deliver business solutions for industry-leading enterprises.

Want to learn more & find out what we can do for your company?

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