



Case Study: Access Bank

The Overview

Access Bank plc, also known as Access Bank, is a leading full-service commercial bank operating through a network of more than 600 branches and service outlets. The bank spans over three continents, 12 countries and has 31 million customers. The Bank employs 28,000 people in its operations in Nigeria and has subsidiaries in Sub-Saharan Africa and the United Kingdom (with a branch in Dubai, UAE). Representative offices include China, Lebanon and India.

Access Bank is focused on mainstreaming sustainable business practices into its operations. The Bank strives to deliver sustainable economic growth that is profitable, environmentally responsible and socially relevant. To reach its growth goals, the bank sought a business process management (BPM) platform to improve core business operations, workflows among personnel, and its customer satisfaction.

The Problem

Access Bank wanted to improve the way it communicated in international markets. The bank's previous workflow software vendor did not allow the executive suite to interact with the workflow process as fully as they required. This created cross-collaboration inefficiency, resulting in slower response times for customers.

Access Bank had its sights on expanding its reach in the international and African markets. If the bank was going to streamline its various processes by going digital, it needed to adopt technology that could accommodate multiple departmental needs. Account opening was not yet omnipresent in its digital experience, meaning that the previous BPM solution was unable to service a myriad of channels at the same time.



Access Bank, a publicly traded Nigerian multinational commercial bank, delivers sustainable economic growth that is profitable, environmentally responsible and socially relevant with ProcessMaker.

Industry

Banking

Country

Nigeria

Lagos, Nigeria

26 branches

8 Sub-Saharan countries and the UK

Furthermore, a lack of intelligent workflow software made it difficult to keep up with new compliance changes. Many of these regulation changes include FACTA, global KYC, AML, IFRS9, Basel III, and others as a result of the global financial crisis.

The Solution

Access Bank required a robust solution that was going to be able to streamline all of its branches and processes on one platform. ProcessMaker's ability to connect multiple departments within the bank, from back office to the front office, was needed to reach the bank's customer experience goals and long-term revenue strategy. The bank decided to use the ProcessMaker platform in August of 2017, kicking off the project in November of the same year.



The platform was so transformative for the bank that ProcessMaker and the ProcessMaker team were given the 2019 Innovation of the Year Award by the bank's CEO.

ProcessMaker's banking workflow automation platform allowed Access Bank to automate its various processes categories with minimal coding. Business users, the C-suite, and the IT department alike are able to collaborate and produce work more effectively under the same platform. As a result, the entire bank's operational, legal, customer service, and compliance processes were optimized.

The platform continued to scale even as Access Bank's reach expanded overtime. Following Access Bank's goals of international expansion, the bank decided to merge with Diamond Bank. This created a bank with 29 million customers, which is more than any other bank in Africa, according to Reuters in a recent article.

The Problem

- Required local invoices to clients
- Previous software infrastructure unable to accommodate multiple departmental services
- Inefficient system of mitigating credit risk without mature technology presence
- Manual workflows in operations
- Lack of standardization and update on regulatory compliance changes in real-time

The Solution

- Replace previous BPM solution
- Increase volume of cases processed per day
- Automation of risk management processes
- Automation of approvals and requests, and compliance enquiries
- Streamlined account opening and lending processes

The Results

- ProcessMaker is now a mission-critical application at bank
- Process over 12 million cases per year
- 162 active processes
- 23,000 system users to date

The Value Created

Today, ProcessMaker is the premier banking workflow automation software of choice for Access Bank. ProcessMaker remains a partner delivering POC and technical recommendations. Tasks can be assigned, approved, and completed all with a full digital log of what happened, when, and by whom. By handling cases faster and at a greater volume, the bank has been able to dramatically increase its efficiency.

Once Access Bank started using ProcessMaker, the platform quickly became the most used application at the bank. To date, the institution has implemented over 160 active processes. Over 12 million cases are processed yearly by more than 20,000 users at Access Bank using the ProcessMaker platform. Further accelerating the bank's user base, there are now 23,000 nominal users active as of August 2019. ProcessMaker has redefined how Access Bank operates, giving it the tools it needs to better serve its customers and expand its business.

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About Access Bank

Access Bank plc, commonly known as Access Bank, is a Nigerian multinational commercial bank, owned by Access Bank Group. It is licensed by the Central Bank of Nigeria, the national banking regulator. Originally a corporate bank, the organization acquired personal and business banking platforms from Nigeria's International Commercial bank in 2012. Access Bank is presently one of the five largest banks in Nigeria in terms of assets, loans, deposits and branch network. The merger of Access Bank and Diamond Bank on April 1, 2019 has made Access Bank the largest bank in Africa.

200+ processes in the following categories:

- Admin
- Audit and Compliance
- Credit and Credit Risk Management
- Legal
- Operations
- Operations Risk Management
- Technical
- Account Opening



About ProcessMaker

ProcessMaker is low-code BPM and workflow software. ProcessMaker makes it easy for business analysts to collaborate with IT to automate complex business processes connecting people and existing company systems. Headquartered in Durham, North Carolina in the United States, ProcessMaker has a partner network spread across 35 countries on five continents. Hundreds of commercial customers, including many Fortune 100 companies, rely on ProcessMaker to digitally transform their core business processes enabling faster decision making, improved compliance, and better performance.