

HypoVereinsbank optimizes instruction management with inxire Digital Compliance

Client



HypoVereinsbank is one of the leading private banks in Germany and is part of UniCredit, a successful pan-European banking group with the simple business model of a commercial bank and fully integrated corporate & investment banking.

Product

inxire Digital Compliance

Project

Introduction of a compliance management system to optimize the instruction management

Challenge

How do I act in the interests of my company? Which powers and how much scope do I have? These are the questions that employees must regularly ask themselves throughout their working life. Official instructions and internal compliance policies offer them a secure foundation for regulation-compliant behavior and correct process sequences.

Financial institutions are subject to particularly strict rules in this respect. In the event of an inspection, banks must transparently disclose information as to which instructions their employees have followed and at what point in time. For this purpose, they must archive all versions of their documents for ten years.

This is why a comprehensive instruction management system is used at HypoVereinsbank, in which around 600 authors are currently actively involved. It consists of product data sheets, ability policies, and descriptions of all of the bank's processes.

Solution

In 2006, HypoVereinsbank introduced inxire Digital Compliance. Since then, the software has supported the company in the communication and implementation of its internal guidelines for the entire creation, release and publication process.

First, the authors create their documents in the “EditorialSpace” and then submit them for reworking. Those responsible for reviewing the documents then edit these at the same time - each person has their own edition. The edited versions are put into the “MasterReviewPlace”, which was specially developed for HypoVereinsbank and today forms part of the standard inxire software package. There, the author can systematically accept or reject all requests and suggestions for amendments.

Finally, using a web interface with a clearly organized hierarchy and simple search functions, the bank employees can access the published documents in the central instruction service. A subscription service ensures that each user is automatically informed of amendments to the issues that are relevant to them. Furthermore, all content-related new developments are also available on a central website.

Relaunch offers even more functions

In 2016, HypoVereinsbank decided to redesign their central instruction service. Alongside the innovation agency HYVE, the project managers analyzed the current software, questioned users from various areas of the business and collected suggestions for new functions. At the end, the results from 40 questionnaires, 30 telephone interviews, four competitor analyses and two discussion groups were integrated into the relaunch. Thereby, an interactive and user-friendly work tool was created, which is strongly oriented around the needs of the employees.

A significant point in the redesign was the introduction of “Smart Steps”, which make bank processes even clearer to present as an overview. Using user decisions, for example, the selection of certain parameters and links, inxire Digital Compliance now dynamically builds up the individual work instructions and presents even widely ramified instructions in an optimized linear manner. The software transcludes the necessary additional information at the appropriate points. This is a relevant improvement for the reader. They receive an edition which is completely customized to them and they do not have to exit the view of the process at any point.

Other innovations in the relaunch include modern functions such as the self-learning search function, alongside an individually designed homepage with personalized widgets. This displays special search recommendations to users depending on their profile and also edits the results list accordingly. With each click, the search learns more - an advantage from which all employees benefit.



Product information

Smooth and efficient compliance Intranet for implementing the company policies (e.g., manuals, work instructions or process descriptions)

Specially customized to the client

Sophisticated publication and review mechanism

News feed for updates

Self-learning search function

Integration of social features

Verified by the works council

“Working with inxire, we have adapted our instruction management to the new digitalized world. Today, we offer our employees interactive features which they recognize from social networks, self-learning search functions and a dynamic workflow, which is based on their user profile.”

*Kerstin Rösner,
Methodological contact person for
the instruction management,
HypoVereinsbank*

Feedback functions and gamification have also been included in the central instruction service at HypoVereinsbank. “Our instruction management system is now a living instrument”, explains Kerstin Rösner, methodological contact person for the instruction management at HypoVereinsbank. “Our employees are significantly more motivated to actively co-design the instruction management. Due to the new interaction possibilities, they can contribute to the improvement of content in a targeted manner, either in direct discussion with the author or using the evaluation function, which brings well-prepared and comprehensible pages to the top of the search.”

Result

The use of inxire Digital Compliance has fundamentally improved the entire instruction management procedure at HypoVereinsbank and enables a significantly more efficient way of working within the process team.

Acceptance on the part of the employees has also increased substantially. Thanks to the system, information is always up-to-date and the correct contact person for important issues can be found easily.

In the editing of comprehensive process descriptions, the throughput time has been shortened significantly. The advantages are even clearer with simpler instructions, for example, changes in the amounts in the signature regulation, which are quickly published after only a few steps and review cycles.

Another time saver is the simplified process depiction. The manual selection of relevant additional texts is no longer required, the new structure of text pages offers a better overview and the integrated status checklist ensures that no step is forgotten.

Finally, the improved instruction management has also benefited customers. Using the possibility to add their own notes to text areas or display the legal changes in the past months during a consultation meeting, HypoVereinsbank consultants can inform their clients in a more targeted manner about suitable products and services.

“All of the new functions are based on the requests of employees. It was important to us that the central instruction service was seen as a helpful and supportive instrument in the future, one which makes work easier for everyone. I think that this has been a great success for everyone involved.”

*Claudia Bein,
Project manager for the redesign of
the central instruction service,
HypoVereinsbank*

About inxire

inxire is a product and service provider for enterprise digitalization. inxire products lay the foundations for new digital solutions and business models and allow companies to use their full digitalization potential. Numerous major clients worldwide, including Deutsche Bahn, Volkswagen, the Bundeswehr (German Federal Armed Forces), HypoVereinsbank, and Talanx have already sped up their digital transformation with inxire.