

GKS-Cologne: Integrated quality management and capacity planning with ADONIS

Business Profile GKS, Cologne

In January 2003 the 'GKS-Gesellschaft für KontoService mbH' was established by the 'Stadtsparkasse Köln' in Cologne.

The 'Stadtsparkasse Köln' merged with the 'Sparkasse Bonn' and became the 'Sparkasse KölnBonn' on the first January 2005.

The 'Sparkasse KölnBonn' is the biggest communal savings bank in Germany with total assets of 29.3 billion Euros (results 31.12.2010).

The GKSmbH with its 429 employees deals with an average of 100.000 requests per month. All requests are settled and reported in unit prices within 320 different performance categories.

The Challenge

In order to be able to reduce the costs drastically, processes without direct sales relation in the value chain have to be increasingly operated through external specialized service provider at the saving banks.

Therefore the Stadtsparkasse Köln established the 'GKS-Gesellschaft für KontoService mbH', Cologne, as a transactor for all back-office banks in passive and the service sector. Services created out of that can also be claimed by banks, municipalities and companies of every branch.

Highly automated and standardised production processes of the industry were the guide for the business philosophy of GKSmbH. Today GKSmbH provides those standardized and modular designed procedures for their clients. Through the shift of processing tasks to the GKSmbH the clients obtain definite cost benefits along with quality improvements.

Certified Processes as Basis

GKS consequently uses the method of business process management in order to realise and constantly optimise the 'manufactured development'. The definition of the Service-Level-Agreements (SLA) with the clients, as well as the production of a process map of the main, the support and the management processes, was created. Progress targets and rules were defined and clear assignments of processes and activities to the responsible tasks and employees were made. The establishment of a base for the certification of the company in accordance to the international quality management-norm ISO 9001:2000 was a result of the consistent process modeling and documentation.



Facts and figures:

Company name

GKS-Gesellschaft für KontoService mbH

Headquarters

Cologne, Germany

Employees

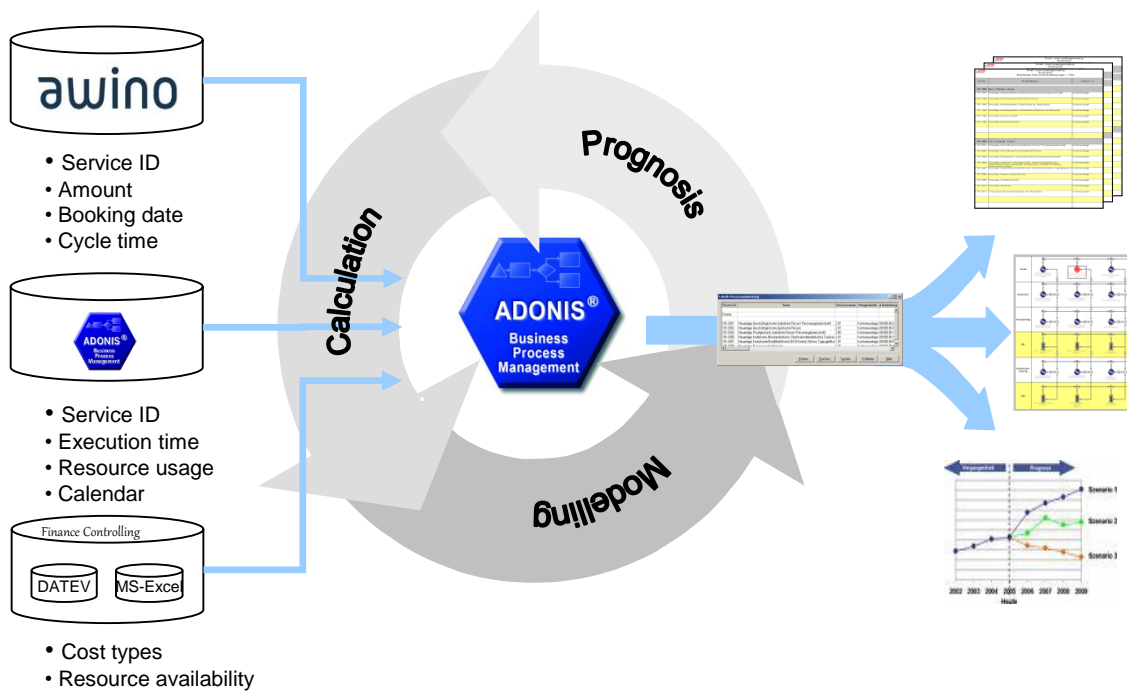
429

Industry

Bank Sector



Successfully certification of GKSmbH, Köln to DIN EN ISO 9001:2000



Price calculation, the sales forecast and capacity prediction are entirely made in ADONIS

Price Calculation and Capacity Prediction

The use of the BPM tool ADONIS goes way beyond the pure documentation and modeling of the processes. Shown in the illustration above, the price calculation, the sales forecast (turnover forecast, income prediction) and the capacity prediction are entirely made in ADONIS. In order to calculate the price, a simulation is used to aggregate the sum of expense ratios according to their evaluated activity based on frequencies in relation to the unit cost rate per kind of process. The unit price per process arises from the corresponding risk premiums and mark-ups. The kinds of costs are taken from the finance controlling of GKS. The quantity is taken from the central business process execution-tool awino.

The capacity prediction occurs in a similar integrated way: Using awino the resource availability (as-is) is taken from the personnel management, the quantity and the needed posting data are taken from awino. This is followed by the as-is capacity calculation along with the capacity prediction based on the prediction (extrapolation of the as-is quantity via exponential grading and considering special factors) which is used for the flexible planning of resources.

« We found a competent partner in the BOC Group and a cost efficient, user-friendly as well as highly integrative solution with ADONIS. »

(Mr. Alexander Kolter , Director GKSmbh)



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