

### COMMERZBANK

#### Company Details

With consolidated total assets of about 425 billion euros, Commerzbank, based in Frankfurt am Main and founded in 1870, is one of Germany's - and Europe's - leading private-sector banks. Some 32,000 employees, including 7,000 abroad, serve roughly 8 million customers. Apart from the parent bank, Commerzbank AG, the Group consists of numerous subsidiaries in Germany and around the globe.

#### Location

- Frankfurt am Main, Germany

#### Industry

- Banking & Financial Services

#### Business Challenges

- Complete Transaction Services
- Automation
- Straight-Through-Processing
- Replacement of EDIFACT-System

#### Solution Overview

- Scalable, integrated Payment Factory for internal and external transactions
- Multi-format conversion
- Graphical front-end for accessing transaction data

*"We were able to integrate the SeeBeyond solution into our existing infrastructure. It meets the requirements of many different international transaction solutions and is flexible and cost-effective, for example, the fact that it uses the standard infrastructure has considerably reduced the operational costs in comparison to the old EDIFACT platform."*

**Werner Heinz**, team leader of the Commerzbank Payment Factory.

#### Business Challenges

Commerzbank has been using its new, integrated 'Payment Factory' transaction platform to handle the mass transactions of its business clients since December 2003. Based on software provided by SeeBeyond, Commerzbank has developed its Payment Factory platform which acts as the bank's information hub and converter. The bank uses the platform to handle a wide range of message formats which cannot be processed by standard interfaces; it does this flexibly and takes full account of customers' specific needs. This allows Commerzbank to offer its corporate clients a complete package of low-cost and rapid-response transaction services.

Today, many financial service providers such as major banks are increasingly under pressure to respond to customer and regulatory demands. As a result, these institutions must make it their top priority to offer their corporate clients, both nationally and internationally, a comprehensive range of the very latest transaction services to be a complete service provider.

In addition, cost-cutting pressure is forcing each transaction banking unit to embrace automation, straight through processing and an agile infrastructure. A further consideration, specifically for Commerzbank, was to replace its existing EDIFACT system for transaction processing.

#### Solution Overview

Commenting on the benefits of the deployment of Payment Factory, team leader of the Commerzbank Payment Factory, Werner Heinz, says, *"With Payment Factory, we can record, interpret, convert and forward transactions in any format to any access point, be it an internal processing system or an external partner."*

This forwarding capability makes use of Commerzbank's existing BCS (Banking Communication Standard) communication system. Utilizing an

internally developed graphical interface, which corresponds directly with the SeeBeyond platform, Commerzbank system managers are able to access the system from any workstation to remedy an error or carry out an investigation. The multi-format conversion developed for the Payment Factory is based on an integration solution from SeeBeyond, which had been successfully deployed by Commerzbank in a previous project.

#### Business Benefits

The new platform can process a large number of different formats: industry-wide EDIFACT, SWIFT for interbank and customer traffic, national formats and SAP IDoc formats delivered by the customers' systems, which have different transmission methods and in some cases electronic signatures. The ability to carry out multi-format conversion gives the bank a competitive advantage in the market.

The transaction banking sector of Commerzbank currently serves approximately 6.5 million accounts and security deposits, and processes 2,000 million (paperless) transactions and more than eight million (paperless) files in 2003.

#### Plans for the Future

Customers needing integrated transaction solutions are to be found in all business sectors, from manufacturing and retail to the services sector. The unifying market trend for financial services is that increasing numbers of companies are concentrating their transactions and cash management on a small number of banks. These will function as central hubs for certain regions. By adopting Payment Factory, Commerzbank has added an important service to its offering in its quest to satisfy all its customers' demands.

At present, the corporate client transaction business unit handles a data volume of five to six million transactions per year. Most of these are still EDIFACT transactions. Yet Mr. Heinz is already looking to the future. *"A further advantage is that we can develop and integrate new features with our own resources,"* he adds.

*"The scalability of the Payment Factory system allows us to react to additional demands at any time. We are well prepared for the future."*

**Werner Heinz**, team leader of the Commerzbank Payment Factory.

#### Business Benefits

- Complete "one-stop shop" for business customers
- Considerable reduction of operating costs
- "Time to Market" advantage through multi-format conversion
- Improved response times resulting in improved customer service
- Multi-channel banking

#### Technology Profile

- SeeBeyond Components
- eGate™ Integrator
  - eInsight™ Business Process Manager

#### Integrations

- EDIFACT
- SWIFT
- Country Specific Formats
- SAP IDoc-Formats

#### Status

- 07/2004