

WESTERN NORWAY SAVINGS BANK - A PAPERLESS BUSINESS

ENTIRELY ELECTRONIC CASE AND RECORDS MANAGEMENT WITH 360° FOR BUSINESS

At Western Norway Savings Bank employees were weary from dealing with stacks of paper in a large number of the company's processes. By implementing the standard application 360° for Business, Western Norway Savings Bank has taken a significant leap toward becoming a paperless bank and is a 'green' pioneer in the Norwegian finance market.

"Over the course of a year, a huge amount of paper was printed and stored in drawers and cupboards. Our records were taking up an unnecessary amount of space in our bank offices. There was a risk of losing information as well as high costs for printing and distributing documents," says Pål Nielsen, project manager at Western Norway Savings Bank.

Efficient management and storage of information has become an increasingly important factor in strengthening the bank's competitive edge.

"We can realistically achieve a significant reduction in paper use per employee, which impacts our annual costs for printing and photocopying."

Pål Nielsen, project manager
at Western Norway Savings Bank

"The centralization of document storage in one place, an electronic records management center, eliminates the secluded nature of personal storage spaces and records as well as the risk of losing information or struggling to maintain an overview of which areas contain documents that are required to be recorded by law. The physical records center is made redundant by 360°," says Nielsen.

A complete application

Western Norway Savings Bank considered several applications from national and international vendors and came to the conclusion that 360° was the application that met the largest number of criteria, including in terms of user experience, architecture and security, integration options and the automation of processes.

Product: 360° for Business
Industry: Banking



About Western Norway Savings Bank:

Western Norway Savings Bank (Sparebanken Vest) is an independent, listed financial services group engaged in banking, insurance and financing activities in the Norwegian counties of Hordaland, Rogaland and Sogn & Fjordane. It is the third largest Norwegian-owned bank and the second oldest savings bank in the country. The group has 765 employees and around €13 billion in assets. Western Norway Savings Bank's pre-tax profit in 2010 was €120 million.

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The challenge:

- Reduce paper usage – cost savings and environmental focus
- Reduce risk by transferring from paper-based to electronic records management
- Release space taken up by physical records
- Gain better control of records and information for customers
- Create more efficient processes with digital distribution and efficient location of information
- Reduce distribution costs
- Enable simple and secure access to important organizational information
- Gain improved case management support and increased quality of document flow and case processes

“360° gives Western Norway Savings Bank a complete application for records and case management that works in the existing Microsoft infrastructure and can be integrated easily with applications that users are familiar with for daily use, such as Office and our CRM. The application makes time-consuming and costly routines for records management and distribution of documents redundant, supports processes well and makes it easy for employees to find information.”

Pål Nielsen, project manager
at Western Norway Savings Bank

Paperless credit committee

Employees on the bank’s credit committee have to read large volumes of meeting documents every week. Each committee member has around 200 pages to read for each meeting, which they often take home to read. There aren’t many committee members, but the volume of documents is huge. The manual management of the meeting documents has been a big challenge for the committee members. The credit committee and credit council have now made the switch to a new, digital way of working and have achieved an easier workday with 360° Paperless Meetings.

“Western Norway Savings Bank credit committee now deals with all cases electronically using tablet PCs, 360° and OneNote. We have seen excellent results, with more efficient distribution, preparation and completion of meetings. We have also reduced our paper consumption by almost 100% and have eliminated almost 20% of a full-time job role previously occupied copying paper documents for the committee.”

Pål Nielsen, project manager
at Western Norway Savings Bank

“The functionality for paperless meetings is also interesting to the bank’s senior management, because it can be useful in both board meetings and other senior management meetings,” says Nielsen.

The benefits of 360° Paperless Meetings and electronic records management

- Appreciably more efficient distribution and management of documents for the credit committee and credit council
- An almost paperless process, resulting in more efficient management of cases
- Cost savings from the significant reduction in paper and printing
- Extensively improved search and find options in both new and historic credit cases
- Secure and fast access to the latest version of documents, which can now be viewed from anywhere
- A more future-oriented way of working, giving everyone involved better control over cases and decisions
- Better security, with information stored on encrypted computers

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The solution:

Western Norway Savings Bank chose 360° for Business because it is a complete standard application for records and case management that works with the existing Microsoft infrastructure and can be integrated easily with applications that bank employees use on a daily basis, such as Microsoft Office and their CRM.

It is worth taking note of the bank's innovation focus on green IT and environmentally friendly operation. The company is certified by the Eco-Lighthouse Foundation and has a core aim of becoming an even greener business, in which efficient information management in 360° for Business will contribute to more efficient processes, electronic records management, better customer service, information sharing and easier searching and location of information.

Western Norway Savings Bank currently uses 360°'s modules for:

- Case and records management
- Document management including emails
- Paperless Meetings

Less time searching, more time looking after customers

According to technology industry analysts Gartner, 20-30% of working hours are spent searching for and retrieving information. Western Norway Savings Bank sees the potential strikethrough of improving search and retrieval functions in their business. This alone justifies the investment in a case and records management system.

"In 360°, all information is stored in a single shared application, integrated with the bank's professional systems. Employees can use the excellent search technology to locate information quickly, which increases productivity and allows us to invest more time in customer follow-up," explains Nielsen.

Western Norway Savings Bank aims to maintain close relationships with all its customers. The implementation of 360° for information and records management supports this goal.

Improved control and reduced risk

With electronic records management, process support and excellent search options in 360°, employees have quick and easy access to information about customers, reducing the risk of missing out on sales opportunities or taking decisions without all the necessary information. 360° also reduces the risk of losing documents, because information is made available in a standard and simple way and multiple users can access the same case at the same time.

"Having in-depth information about the customer, with historical information easily accessible, can also help to prevent decisions being made on the wrong basis. 360° gives a complete overview of information and gives our employees control," says Nielsen.

Exciting plans

360° has become the primary records management system for Western Norway Savings Bank's employees. There are also plans to integrate it with the CRM and other central systems and processes. All user management in 360° is seamless because of an automatic flow of information from the HR system to 360°.

"360° is integrated with tools that employees are familiar with, such as Microsoft Office and CRM. It is also integrated with our HR system and Identity Management. When an employee moves from one department to another, the access matrix ensures that the user always has the appropriate accesses to information within the system," says Nielsen.

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The bank receives approximately 1,000 letters by mail every day. Until now, these have been distributed manually – a time consuming and cumbersome process. During 2011, the scanning of post into 360° using Read Soft will be implemented. This system application is integrated with 360°. Letters will be saved and distributed electronically.

Investing in Microsoft technology

Microsoft technology is an important part of Western Norway Savings Bank's IT strategy. The fact that 360° is built on the SharePoint platform and is closely integrated with Microsoft Office was an important factor in choosing the new system.

About 360° Paperless Meetings:

- You can have a complete overview of meetings, cases and documents for upcoming and previous meetings
- You can search for a meeting and read all related documents
- You can download documents to work offline
- You can register and share notes on cases
- You can easily navigate between meetings and cases
- You can search in meetings, cases and documents for fast access to information

"360° and SharePoint have given the bank a more efficient platform for the management and distribution of information. This will be important in the future as we develop new services for our customers," says Nielsen.

"We can find our own notes on the computer and the case history is searchable."

"We don't have to transport papers between work and home and can receive updates for the next meeting even if we are not physically in the bank. This is extremely useful."

"The distribution of case documents is now completed in a fraction of the time it used to take. If a case needs to be added after the agenda has been sent out, it's quick and easy to send out an update."

"Starting to use computers and electronic pens when preparing for the next meeting was a necessary transition. Practice makes perfect as we try to achieve a pain-free transition."

Eirik Brekke, Western Norway Savings Bank,
credit committee



Software Innovation is a Scandinavian company and a leading international software vendor for document control, information and case management. With 25 years of experience and competence in business-oriented content applications, we are committed to delivering future-proof, flexible and highly user-friendly solutions for our customers and partners. Our application suites create excellent information sharing, efficient collaboration, business control and improved service for both private and public organizations. The packaged business solutions are built on Microsoft SharePoint and Office, the market leading platform for collaboration and business productivity.