

Barclaycard Germany clients get new credit cards faster

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STAFFWARE'S BUSINESS PROCESS MANAGEMENT SOFTWARE ACCELERATES PROCESSING OF CREDIT CARD AP

Barclaycard Germany have improved the time it takes to process credit card applications from three days to an ideal scenario of 18 minutes using Business Process Management (BPM) software from Staffware. At the centre of the solution is the Staffware Process Suite, which defines and manages all the process steps and integrates all the necessary underlying systems. Staffware was selected because of its expertise in Business Process Management and strong track record in the financial services industry.

As a result of using Staffware, the automation of all aspects of the process has improved at Barclaycard, reducing not only the time but also the costs for processing credit card applications. The new solution is open and flexible and can therefore be easily used in other countries where Barclaycard operates.

“Rapidly processing credit card applications is critical to our business. That is why Staffware’s Business Process Management approach was chosen as part of the revision of our card administration system. This was a strategic investment in our competitiveness and future,” says Andreas Scholze, IT projects manager from Barclaycard.

“Business Process Management is an excellent strategy for financial services companies such as Barclaycard as it dramatically reduces cycle times and costs and increases the productivity of the systems, applications and staff involved in the processes,” says Tobias Rother, managing director of Staffware GmbH. “With this project, Staffware has proved that BPM is essential to competitiveness in the financial services sector.”