Bankweaver

Tailor-made eBanking solutions out of the box

World-class secure service platform for eBanking.
Designed by banks, for banks.

isabel
bankweaver

In a nutshell

Today, one of the bank's biggest challenges is managing the ever-increasing pace of change. Changes to the business environment caused by mergers & acquisitions and internationalisation. Changes to regulations and legal framework with SEPA-Single Euro Payments Area, Sarbanes-Oxley and MiFID. Pressure from the shareholders for better focus on core business and the balance between insourcing and outsourcing services. And, of course, the growing demand by corporate customers for better services and increased efficiency.

Banks should keep in mind that an efficient eBanking solution means different things to customers from what it means to banks. Shifting manual data entry from the bank to the customer is not the right approach. eBanking solutions need to eliminate manual data entry and replace it by integration with the financial software packages used by the customer. The eBanking service is the bank's major entry point for most Corporate and SME customers. And it is often the single point of crystallisation for all of the bank's challenges. You better do it right, or your customer will run.

Isabel Bankweaver is a bank-centric service platform for Corporate eBanking solutions. It is so feature-rich it can be used off the shelf. It can also be customised to satisfy the most complex demands. According to the bank's preferences, it can be deployed as an outsourced service or run in-house. Isabel Bankweaver fits into a whole range of business models.

Isabel Bankweaver will also please your most demanding Corporate and SME customers. It will help them to increase their own efficiency by providing a multi-user web-based eBanking solution. Bankweaver is integrated with their financial applications such as accounting, invoicing, ERP and cash management software. And it includes extended and configurable payment validation workflows, including multi-user powers-to-sign and viewing mandates.

The integration of electronic invoicing in payment solutions is often referred to as EBBP – Electronic Bill Presentment and Payment. Obviously, it is much smarter to add an "invoice" capability to existing and widely deployed electronic payment solutions than to add a payment functionality to non-existent on-line invoicing solutions. Isabel offers support for electronic invoices in Isabel Zoomit. This Zoomit module is integrated into Bankweaver. Corporates and SMEs using Bankweaver gain immediate access to an electronic invoice exchange solution that is neatly integrated with invoicing and accounting software. Banks can also include Zoomit in their existing retail Internet Banking solutions.

No wonder over 30 banks in Europe rely on Isabel for their corporate eBanking solutions.
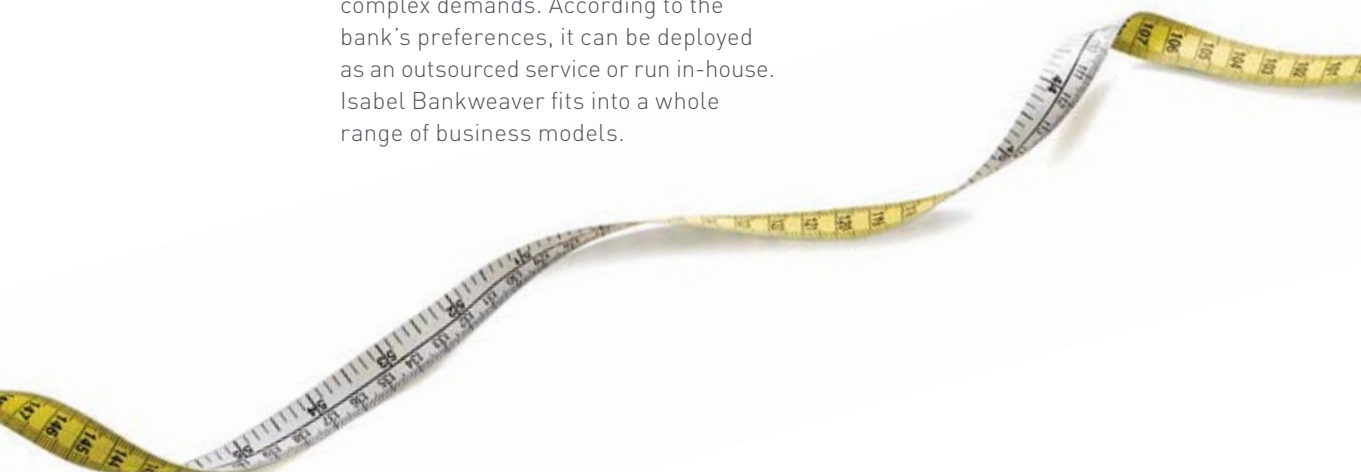
Tom Sels, Manpower,
on the efficiency of Isabel Bankweaver

In 2006 we centralised financial processing of 72 countries with PeopleSoft Financial software located in our head office in Milwaukee (US). Most countries had to build interfaces at a price of € 15.000 per bank. The integration with our three banks was standard in Isabel and we saved € 45.000.

In addition, all incoming payments are automatically uploaded via Isabel and processed by Peoplesoft's 'Payment Predictor'. This correctly books 70 to 80% of the payments fully automatically.
Working with Isabel increased our efficiency. We handle 25% growth without any change in the staff.

Tom Sels, Financial Controller Manpower Belgium.

What banks need

eBanking is the bank's major entry point for most Corporate and SME customers. You better do it right, or your customer will shy away. You want your complexity to be hidden from your customers at all times. Bankweaver will help banks and their corporate customers to successfully face today's challenges.

Challenges for the banks

Mergers & Acquisitions are a common reality in the financial world. They always result in a **complex IT infrastructure** challenge. If the bank opts for a total merger, the objective will be a single front-end to the customer. But **back-office integration may take years.** eBanking solutions have to be capable of handling this back-office complexity. If the group strategy is to retain multiple brands, the eBanking solution needs to be capable of allowing "**white labelling**". Every customer will see his or her favourite brand and look & feel. But the bank operates only one eBanking platform.

Internalisation is a successful strategy used by many banks to increase their size and drive their growth. But entering new markets increases M&A complexity. New markets mean supporting local languages, local standards, local procedures and local formats. An eBanking solution has to be able to support these multiple localisations, preferably out-of-the-box and managed centrally. Or at least be easily configurable without the need for expensive customisation cycles.

SEPA - Single Euro Payments Area - promises major benefits for the whole financial industry. But getting there might require major changes to many of the components in the bank's financial chains. The time might be right to replace outdated tools with a SEPA-compliant eBanking solution.

STP - Straight Through Processing - can drastically improve the bank's efficiency and generate substantial savings. STP is not just a matter for the back-office either. The aim of the eBanking solution is to deliver quality data that can be injected into the bank's "payment factory" without requiring manual intervention. eBanking tools need to include the bank's own validation rules to control the input at the customer's side.

Security is a critical element. Banks cannot afford any compromise on the quality of their security infrastructure. They are faced with increasing attacks as a result of the increased usage of electronic transactions. Any incident has a direct impact on the customer's trust and can have dramatic consequences. It is vital for eBanking tools to come with a complete security infrastructure. They also need to offer support for security tokens used at the bank or other solutions available on the market.

The administration of customers and physical users is all too often a nightmare. Legal entities, private individuals, contracts, users, access rights, mandates and security tokens are changing every day. Information is stored in multiple systems and managed by multiple departments and employees. eBanking systems need to retain existing procedures and collect data from existing systems. But they must also offer new tools to integrate and simplify the administrative process. Non-critical operations can be delegated to the customer.

Business models can differ from project to project. Sometimes the bank may want to include eBanking as a basic service. Other banks will propose eBanking as a separate product and price it accordingly. Some banks will join forces and work together to set up a multi-banking solution. So does the bank just buy a licence? Or does it want to outsource the solution and have it hosted? And outsource other administrative processes at the same time? eBanking solutions have to be able to support this plethora of business models.

Challenges for bank customers

Achieving efficiency in the Financial Value chain is one of the objectives of the CFO. Banks should bear in mind that customers may interpret an efficient eBanking solution in a different way from the way they do. Shifting manual data entry from the bank to the customer is not the right approach. An eBanking solution has to eliminate manual data-entry and replace it by automatic integration with the financial software packages used by the customer.

Multi-user procedures are a key security requirement for most customers and are mandatory from a regulator and audit point of view. eBanking solutions need to support complex, multi-user, payment validation processes.

Multi-location activities of corporates and even SMEs result in a specific demand for applications that are not location-dependent and which can be accessed by travelling staff and executives. Central HQ wants to have immediate access and control. But local offices are required to process, monitor and execute transactions. eBanking solutions have to be able to support local requirements such as languages and look & feel. A web-based architecture is the solution to geographic independence.

Multi-bank is a reality for most corporate and SME customers. While not the bank's favourite approach, it cannot be ignored. In line with SEPA, it may be smart for banks to abandon customer lock-in and to cooperate to offer multi-banking solutions to their customers.

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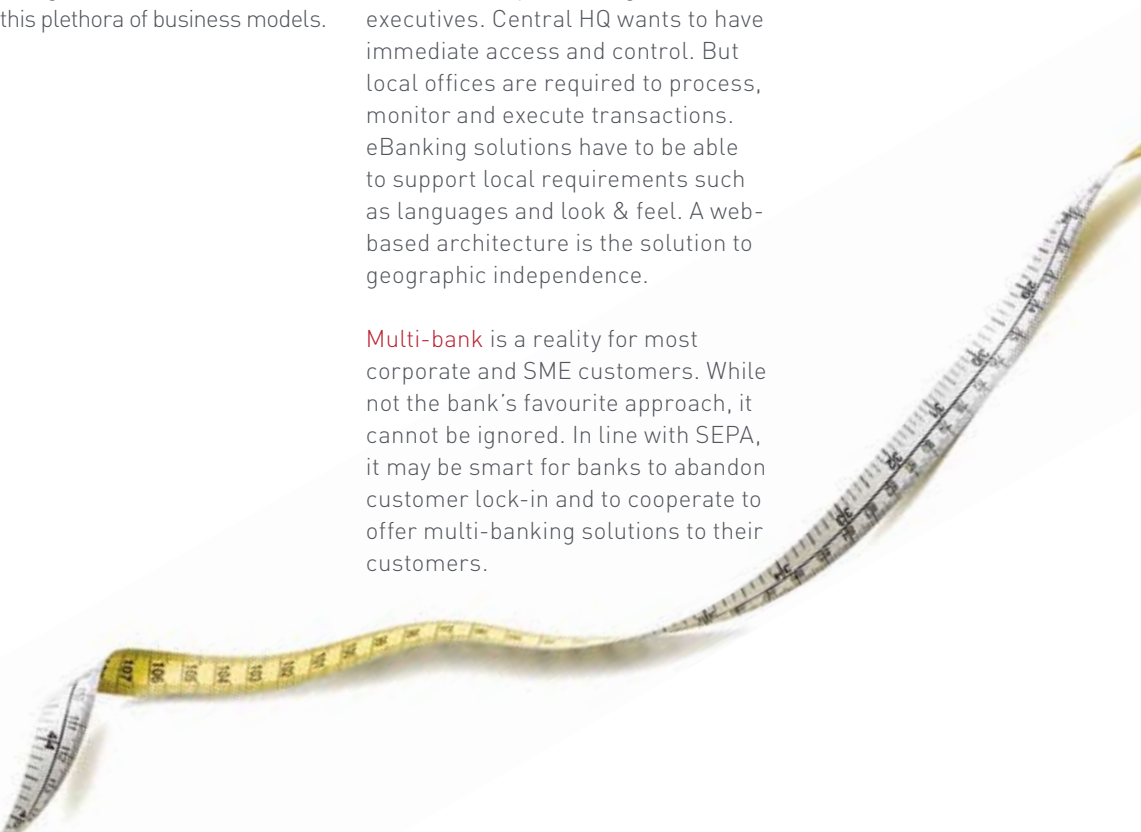
Functional features

BANKWEAVER

bankit

zoomit

Isabel eAdmin

Security:
Isabel Trust Solutions
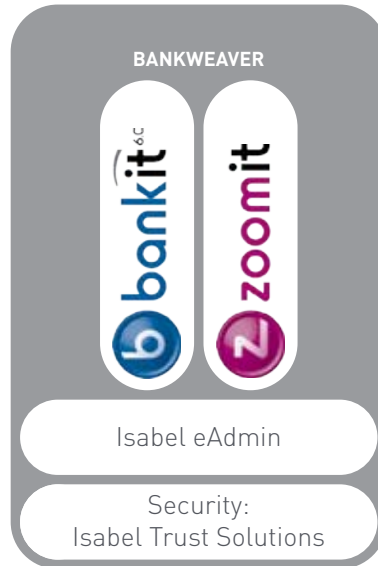
Bankit

Isabel Bankit is an online, web-based platform for electronic banking. The typical user is a Corporate or SME bank customer. The customer will use Bankit to send payment instructions to the bank and to collect reporting.

Bankit is highly configurable and scalable. It can be used by small local banks or by large international financial bank holding companies.

Customer | Signature | Manual entry | Accounting packages | Server

Internet | Payment | Payment Report

Front Office Functionality

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Bank

Middle Office Functionality

Bank Back Office

Inter Bank | Clearing & Settlement
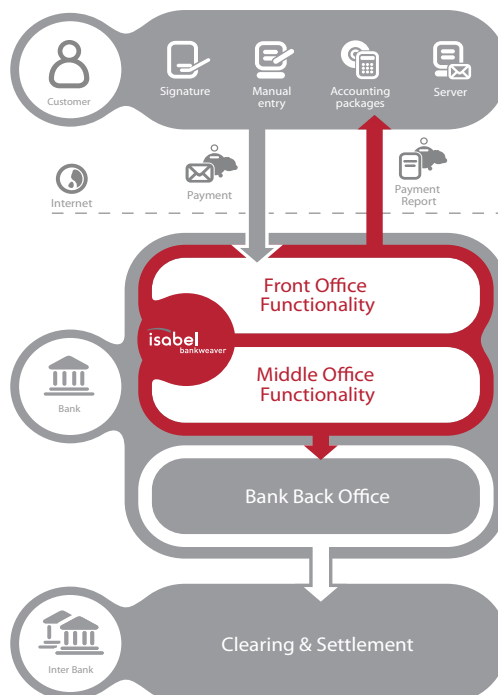
Front-office functionality

The "White label" approach used by Bankit allows banks to adopt a multi-brand strategy within a single eBanking platform. **Customers will only see the bank brand they are familiar with.**

SEPA-compliant: The generic data entry module for domestic and international payments in the Euro zone uses a fast wizard flow. The wizard will guide your customer through the data-entry process until a complete and correct transaction has been entered.

It supports a wide range of formats for payment initiation, collection and reporting:
‣ International generic formats, such as MT 101, MT 94x, SEPA-XML
‣ Country-specific formats
‣ Bank-specific formats are possible
‣ Reports are available online, can be printed (txt, PDF,...) or downloaded.

Customer efficiency: The Synchroniser enables integration with other applications, including ERP and accounting packages. This reduces the need for the manual data-entry of payments and statements.

Savings for your customer can be up to several man-days per month. Unattended communication is available for customers with very high volumes or specific interfacing needs. The Synchroniser can even feed automated reporting, dashboards and cash management applications.

Off-line Reporting gives your customer the opportunity to work on large volumes of data in their favourite office tools, such as MS-Excel and MS-Access. They can create their own reports and process the data with ease.

Middle-Office functionality

The multi-format factory of Bankit can fulfil many functions, including:
‣ Format verification and validation, splitting, merging
‣ Format conversion
‣ Protocol conversion
‣ Message routing

It can be used as a SEPA gateway and allows banks and individual customers to each migrate at their own pace.

The wizard included in the front-office application operates according to a rule-set defined by the bank. The result is an efficient transaction in Straight Through Processing without any manual intervention by the bank.

In large corporations the payment workflow can be complex. Different users have different rights for signing transactions or for controlling and releasing them. Users might even have different mandates per account or per account type. Bankit parameters can be configured to offer simplicity to the small or medium enterprises or to meet the complex needs of your most demanding corporate customers.

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The Bankit middle-office functionality aims to reduce the complexity of your back-office. Bankit can provide routing services to multiple back-offices. A Set of rules, agreed to with the bank, will determine the routing from Bankit to one of the multiple bank back-offices.

The middle-office functionalities will so reduce costs and complexity for the bank and improve the customer experience and satisfaction of the bank's customers.

Zoomit

The integration of electronic invoices in payment solutions is often referred to as EBBP – Electronic Bill Presentment and Payment. Obviously, it is much smarter to add an "invoice" capability to existing and widely deployed electronic payment solutions than to add a payment functionality to non-existent on-line invoicing solutions.

Very few companies include invoicing as a core competence or feature it in their mission statement. They will boldly admit that invoices are only a tool. The real objective is to get paid by their customers. Their invoice is basically an "invitation to pay". As such, the invoice and the payment are two sides of one transaction. If banks wants to safeguard their role in the financial value chain, they must produce solutions to help their customers to get paid.

Studies have shown that the easier a supplier makes it for its customers to pay, the better the odds are that it will get paid in time. The same studies showed that while customers are increasingly using Internet Banking (in their B2C and B2B formats), they hate manual data entry. The vast majority would rather receive electronic payment invitations, directly in their Internet banking system. And, of course, pay with a single click of the mouse. Without any need for data entry.

Isabel's EBBP solution, Zoomit, is integrated *inside* the eBanking tool Bankit. Corporates and SMEs using Bankweaver gain immediate access to an electronic invoice exchange solution that is neatly integrated with the invoicing and accounting software.

Banks can also integrate Zoomit into their existing B2C Internet Banking solutions.

High-level functional overview

Zoomit is the bank-centric solution for EBBP. It presents electronic documents, including invoices and salary slips, in the customer's online payment tool. Electronic documents can have the same look & feel as paper documents. In B2C markets, PDF and HTML are popular formats. For B2B markets, XML might be the best choice.

Integration inside the payment tool allows the bank to offer added value to its customers with "one-click payments". Customers do not need to manually input payment data any longer. Zoomit also provides the "Payment initiation" option to pre-fill payment instructions in the Internet Banking module. Customers simply approve the transaction to execute the payment.

Zoomit can also be used to promote the use of Direct Debit and to manage payment mandates according to the new SEPA regulations.

Integrating Zoomit in the bank's eBanking channels is a major step towards the creation of a financial portal. All information about financial transactions is fully documented in the eBanking solution.

The customer's privacy is also a priority for Zoomit. Zoomit only manages payment and document references, not the documents as such. Documents remain under the exclusive control of the supplier and the customer. Zoomit does also manage specific viewing rights to guarantee that documents are only accessible by the intended recipient.

The integration of invoice and payment reduces the error rate due to manual data-entry by the customer. Zoomit increases the efficiency for the customer and enhances the quality of the payment information. Corporates and SMEs benefit from reduced reconciliation costs as a result of the high-quality payment information, which includes invoice references.

Offer your customers new services AND increase the use of your online channel.

Zoomit reduces payment delays for your business clients, improves their working capital needs and substantially reduces their general overheads, including administration, handling, paper, printing, postal, processing and reconciliation.

eAdmin

eAdmin offers a flexible administration tool for managing the registration, configuration, consultation and cancellation of contracts. You can manage the access rights and mandates on financial data (such as accounts and detailed authorisation rules) for your clients' accounts.

All administration tools are web-based, providing an efficient and user-friendly interface to bank administration users.

As a result of its flexibility, the operational use of eAdmin can easily be mapped to your own organisational structure and existing processes. There is no need for you to change.
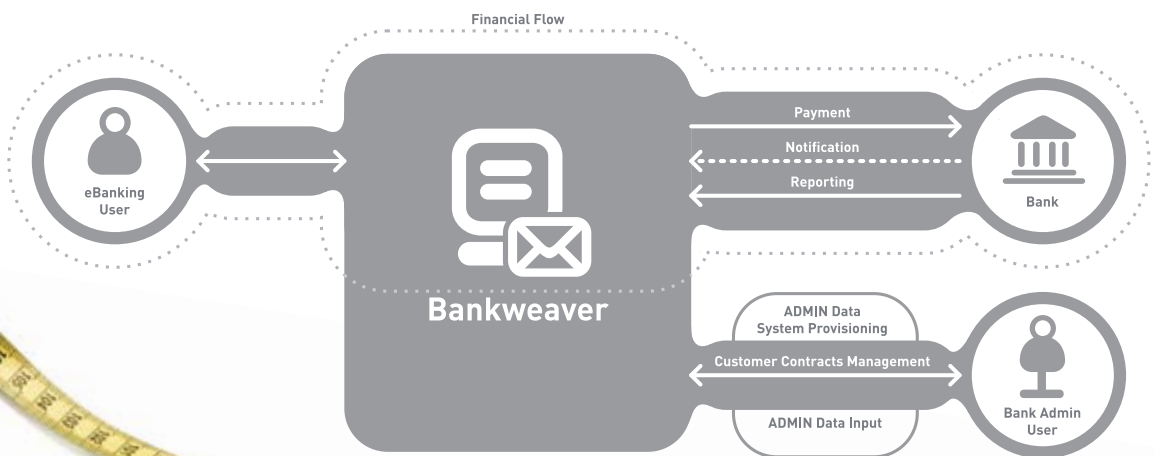
eAdmin allows seamless integration with other bank applications (such as CRM, mandate management, etc.) for data provisioning.

Self-administration

Banks can delegate basic administration functionality to customers. Typically, manual data-entry is pushed back to the customer. Self-administration reduces your contract management costs.

The client administration user is mandated to perform administrative tasks, depending on his/her responsibilities and independent of location. The bank defines which functions a customer's administrative users can perform and how their actions need to be validated.

No change to organisational structure and existing processes

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Financial Flow

Payment
Notification
Reporting

eBanking User

Bankweaver

Bank

ADMIN Data System Provisioning
Customer Contracts Management
ADMIN Data Input

Bank Admin User

Security

Bankweaver integrates today's highest level security components based on a PKI-Public Key Infrastructure with smart card and smart card-reader for online identification and electronic signatures.

Bankweaver also provides support for your own existing security systems or other security solutions available on the market, including PKI, Digipass and secure ID.

A complete solution

The Isabel security components offer a complete solution, including:

‣ Contract and user management
‣ Legal framework
‣ Management of the entire lifecycle of smart cards and certificates, including production, international distribution and revocation service.

Isabel has years of experience with large-scale PKI deployment in critical financial environments. Isabel's know-how can help banks to deploy faster and more efficiently. Banks can also choose to outsource the PKI infrastructure to Isabel.

Support for a wide range of security systems

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Business models

Every bank has its own requirements, which may change over time. Outsourcing decisions are based on two major criteria: "What is my core business?" and "What is the most cost-effective solution?". But "time-to-market" and availability of resources are also important.

Isabel offers banks many choices between different business models. The most popular models are listed, but additional customisation to your own needs are possible.

Managed Service Mode: a total solution with significant economies of scale: Complete outsourcing of e-banking services to Isabel, but under your own brands. This may include out-of-the box software, complementary software development (based on the generic Bankweaver solution), hosting, operations, maintenance, helpdesk, support, card distribution, and so on. All for an attractive all-inclusive usage-based price, as the result of economies of scale.

ASP mode: a separate bank infrastructure: Isabel handles hosting, software configuration and operations on completely separate hardware in high-security computer rooms. You will, of course, also benefit from bank-specific service level agreements and performance targets.

Software supply: Isabel supplies customised software. Hosting for the solution is handled by a third party or by the bank.

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Conclusions

Isabel Bankweaver is a complete eBanking solution that will help banks and their customers.

Reduce costs

- For contract administration through self-administration.
- By reducing complexity in bank operations.
- By enhanced Straight Through Processing between you and your business customers.
- By limited distribution of software to end-users (web-based) and lower support requirements.

Expand your business both functionally and geographically

- A cross-border, local and global solution, that meets the complex demands of banks with brands and/ or branches in different countries.
- Flexible choice between different business models.

Short time-to-market

- An out-of-the-box solution bundling over 10 years of eBanking experience for 30 banks.
- Fast configuration and customisation
- Isabel's know-how as an operator accelerates effective deployment and support

Get the approval of your Auditor

- A complete solution with extended and highly secure e-Banking services, including contract and user management tools.
- Compliant with international and local regulations.

Keep your customers happy

- Easy integration with ERP software used by your business customers, which will attract and retain important customers with large transaction volumes.
- A payment and document gateway, offering new and reduced-cost added-value services to your business customers, such as Electronic Bill Presentment and Payment services (EBPP).
- Thanks to integration with Microsoft Office tools (Excel, Access) you will also increase the efficiency of SMEs.

Isabel bank references

ABN·AMRO Bank

AXA

BANCA MONTE PASCHI BELGIO

BBVA

CPH Banque

BNP PARIBAS
Corporate & Investment Banking

Banque de La Poste
Banque & Assurances

BANQUE DE LUXEMBOURG

Bank • Banque J.Van Breda & C°

CBC

COMMERZBANK

Crédit Agricole Landbouwkrediet

ČSOB

Deutsche Bank

DEXIA

Dresdner Bank
Advice you can bank on

delta lloyd BANK

ethias Banque

FORTIS

ING

KBC

KB Kredyt Bank

K&H

P&T LUXEMBOURG

Rabobank

Raiffeisen

Record
recordbank.be

BANQUE ET CAISSE D'EPARGNE DE L'ETAT LUXEMBOURG

Santander Benelux

SOCIETE GENERALE

SOCIETE GENERALE
Société Générale Bank & Trust

SMBC

About Isabel

Isabel specialises in developing and supporting corporate eBanking and electronic invoicing systems. Its solutions are used by a vast number of financial institutions and bank associations throughout Europe. Isabel has developed extensive business know-how by operating its own multi-banking solutions within the Belgian market for 25 banks and 110,000 corporate customers. Thanks to its Zoomit solution, Isabel is also the ideal EBPP partner for exchanging documents with consumers and SMEs via Internet Banking. This unique combination of business knowledge and ICT solutions makes Isabel's offering extremely attractive for any bank that is looking for a complete, flexible and reliable solution. Founded in 1995, Isabel is privately owned, employs 110 people and is based in Brussels. Further information is available at www.isabel.eu and www.zoomit.eu.

More information:
www.isabel.eu/forbanks

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