

Pl@net – a supernova in the BNP Paribas Fortis constellation



Bank BNP Paribas Fortis' internet banking system, Pl@net, is an application which is rich in functionality and that allows retail and corporate clients to fully utilize services offered by the bank. The solution is intuitive in its use. It was designed with a view to being used by an individual and allows the client carry out transactions in a virtual branch without queuing.



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Situation analysis

From the start Bank BNP Paribas Fortis has geared its activities toward creating a professional client service. The Bank, which has both a private and corporate banking segment, has made it a goal to deliver services of the highest quality using all that modern technology allows.

Every bank that cares about its clients and which wants to continue growing needs an internet banking system. A challenge for BNP Paribas Fortis was to provide solutions which will not only fulfill the needs of retail clients but also those of corporate clients - allowing them to manage their businesses on the internet.

Solution

Pl@net is divided into retail and corporate segments. Apart from functions such as credit management, fixed order definition and SEPA approved international money transfers, individual clients can set up negotiated deposits and manage investment funds including savings accounts, IKE pension funds and investment portfolios. From the start the bank pays special attention to complex services provided for corporate clients. Among others, the platform manages credits, fast wage transfers and provides general cash management services.

"An important factor is access to instruments that allow the management of financial overheads as well as monitoring the currency situation and securing it against fluctuations and interest rate risk," Anna Wierzchucka, Business Development Manager at Comarch SA commented.

"From the point of view of the bank such a solution allows the direction of part of the transaction stream, which has up till now been serviced by the sales-desk in the dealing room, through an electronic channel. Integration of the corporate banking application with the bank's middle-office system, which allows clients to control their credit limits and credit risk, was carried out. The new solution includes the submittal of current interest rate and exchange rate pricings and has a flexible mechanism which allows margins to be defined depending on the transaction's currency denomination, business line, instrument type or individually negotiated conditions," Wierzchucka added.

"Thanks to the new service the client receives a set of basic currency transaction instruments, which are realized within their allowed transactional limit, short-term deposits (importantly with a possibility of setting this up for an unlimited, non-standard period), and the possibility to permanently monitor payments which result from currency transactions and currency forwards. The instruments are prepared according to the client's risk profile" Przemyslaw Gorecki, Electronic Distribution Channels Director, at BNP Paribas Fortis, commented.

Case Study

BNP Paribas Fortis

Comarch is a leading Central European IT business solutions provider specializing in forging business relationships that maximize customer profitability while optimizing business and operational processes. Comarch's primary advantage lies in the vast domain of knowledge accumulated in and applied to our software products. These products incorporate highly sophisticated IT solutions for businesses in all vertical sectors.



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PI@net corporate banking includes corporate management. System users can define the so called 'holding' independently and work within the context of added companies. Additionally, a communications platform was installed as part of the implementation. Among others it boasts a function that allows the user to see the latest company news, find bulletins and make online proposals. The acceptance protocol and possibility to manage corporate platform users (e.g. defining their rights) makes PI@net a complex solution, which fulfills the most stringent requirements.

Security above all else

"Comarch is the unquestionable leader in the design of internet banking systems," Comarch Project Coordinator, Damian Grela commented.

"We realize the importance of transactional and personal data security in systems of this class. The solution we offer fulfills the highest security standards. We could not allow a situation where our clients incur any losses. We treat transactional security as a priority. Due to this we have implemented a method of authorization using codes sent via text message, graphic anti-fishing at the login stage, as well as an electronic signature to authorize the transaction using Comarch company accounts and cryptographic codes," BNP Paribas Fortis Przemyslaw Gorecki commented.

Solution advantages

Apart from the advantages mentioned above the Comarch Internet Banking application - used by Bank BNP Paribas Fortis - has other benefits, which raise it above the competition:

- » **easy access** - a simple and intuitive interface available in many languages, which underlines the importance of carrying out the most common tasks in a quick and simple manner,
- » **personalization** - the option to modify system settings utilized by more demanding users, a function not usually found in other products of this type,
- » **real time information** - access to up to date financial data 24 hours a day, 7 days a week,
- » **uniqueness** - the layout is designed individually for every implementation, an option exists which allows the shaping of one's own functionality development path.

"Due to the implementation of the Comarch Internet Banking platform, we can boast one of the best internet banking facilities in the country. It is very important to us to give our clients innovative solutions and to fulfill their highest expectations. We realize that the most important challenge is to keep the client from going to another bank," Gorecki commented.

Comarch Internet Banking (CIB) is a system which services retail clients and SMEs as well as corporate clients. It was commended by Gazeta Bankowa in the competition for IT Leader 2007, held in the category of e-banking and e-finance.

Comarch Internet Banking was designed using the most modern technology available. The application was launched at Bank BNP Paribas Fortis on the Oracle RAC platform. SOA (Service Oriented Architecture) mechanisms allow a full integration with the bank environment as well as access to financial data 24 hours a day, 7 days a week. Additionally, the bank's client receives a rich set of standard formats (MultiCash, Videotel, SWIFT, OFX, SAP, Oracle Financials, Symfonia etc.), as well as advanced possibilities of defining one's own templates.

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Comarch Spółka Akcyjna with its registered seat in Kraków at Aleja Jana Pawła II 39A, entered in the National Court Register kept by the District Court for Kraków-Śródmieście in Kraków, the 11th Commercial Division of the National Court Register under no. KRS 000057567.

The share capital amounts to 8,051,637.00 zł.

The share capital was fully paid,
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