



Documentation and standardization at the IKB



The Company

The IKB Deutsche Industriebank (German industrial bank) specializes in long-term financing and is the only trans-regionally operating bank in Germany that orients their range of services exclusively to entrepreneurs and companies.

In 1924 the IKB broke new ground in the development of long-term industrial loans. Today it serves established medium-sized companies around the world as well as industrial real estate investors.

With 12 bases and a staff of 1,500 in Germany and worldwide, the bank maintains a flexible and manageable size guaranteeing an accelerated flow of information.

Project:

Deal-monitoring of international-oriented financing

Authors: 2

Modules:

Demo, documentation

Focus:

Documentation and standardization of international transactions in the German and English language

Documentation of International Deal-Monitoring and Contract Management

The Challenge

The Deal-Monitoring Project was initiated by the IKB for analyzing international financial transactions. The core data warehouse environment was to expand to include international transactions and consistency across German and English linguistic regions.

The project was accompanied by the launch of a new modern software system that was to replace the original Excel data bases. The new software was also meant as the best and easiest way to alleviate language barriers.

Another project was launched simultaneously to integrate a contract management tool in the same international environment.

The IKB was looking for a tool for both internationalizing processes, in particular for the documentation in both languages, which could be implemented fast and with the least possible effort.

The Solution

Inspired by their subsidiary IKB Leasing that was already implementing the SAP-based datango solution, the IKB decided at the start of the Deal-Monitoring Project to go with datango. The enterprise was quickly convinced about the software solution owing to its ability to record and supply documentation for various processes without a great deal of expense and effort – and to support the international rollout in the English language as well!

Two authors used datango for the project and created training lessons (focusing mainly on the Demo Mode), as well as user documentation in Word format.

The IKB sees the standardization of user documentation as a particular advantage which ensures a quick flow of information, a better overview and a more effective process. Even international accessibility could also be fulfilled.



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The Result

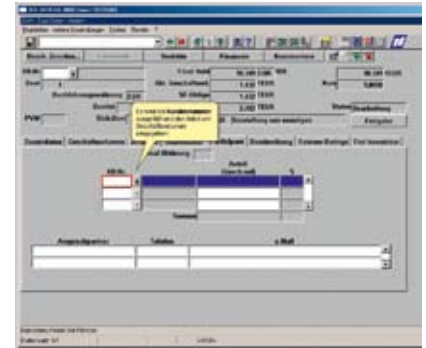
According to company estimates, the amount of time required by employees was reduced, arriving at a cost reduction of over 30%. This was based particularly on the decrease in time spent on documentation and the ease in revising them.

In addition new employees could be quickly integrated and trained whenever required with datango-produced lessons. The IKB also observed other positive side effects, such as the ability to create rough projects in English as an exercise and to carry out demonstrations. Also small, spontaneous changes could be quickly and conveniently sent via e-mail to the employees. They could then follow the changes in the datango tour.

The Future

The IKB is planning a Security Management redesign to completely renew the system's interface. Again the project will be accompanied by datango support and the IKB plans to publish the Demo Mode and documentation over the intranet for user access.

The bank plans to exploit the abilities of this software to its fullest potential to increase the positive aspects of a quick and solution-oriented collaboration with datango.



datango AG

datango AG was founded in Berlin in 1999 and boasts subsidiaries also in a number of European countries and in the United States.

As one of the leading providers of Electronic Performance Support Systems (EPSS), it offers companies complete software solutions for the entire lifecycle of an application - from project design and initial implementation to user support.

The datango AG has developed a live navigation support, that provides optimal just-in-time learning for the end user.

datango AG's clients include Bosch, Bayer Schering Pharma, e.on and SPAR.

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