

How Are Banks Staying Relevant in a Fintech World?

Digital disruption is shaking up the status quo across industries – with banking being no exception. For Erste Group Bank's 16.2 million customers, it's impacting how they spend, transfer, save, and invest their money. New payment functions, money transfers over social networks, and financial services apps are becoming the norm, raising the bar on the kind of experiences Erste Group Bank is expected to support and deliver.

To help drive innovation, Erste Group IT International, the IT services provider of Erste Group, implemented SAP S/4HANA® with support from the SAP Digital Business Services organization. Erste Group IT now runs on an advanced, in-memory platform that unites every aspect of its operations to improve efficiency, agility, and compliance. Plus, it has gained better insight into transactional data to deliver on its customer's expectations by offering highly tailored and therefore relevant products and services.





Driving Innovation Across Bank Operations with **SAP S/4HANA®**



Erste Group Bank AG

Vienna, Austria

www.erstegroup.com

Industry

Banking

Products and Services

Banking and other financial services to retail and corporate customers, including lending, deposit, credit card, and investment products and advisory services

Employees

47,000

Total Assets

€222.8 billion

SAP® Offerings

SAP S/4HANA®, SAP® Digital Business Services, the SAP Fiori® user experience (UX), the SAP Business Planning and Consolidation application, and the SAP Activate methodology

Erste Group Bank serves the needs of 16.2 million customers both online and through more than 2,600 branches in seven countries. To modernize its solution landscape, Erste Group IT engaged the SAP Digital Business Services organization to help it implement SAP S/4HANA. Erste Group IT now runs on a single digital core, allowing it to unite international banking operations and use data to deliver better consumer experiences.

Before: Challenges and Opportunities

- Existing system landscape that became increasingly complex, making upgrades challenging and costly
- Business processes that had deviated from best practices and required great effort and time to adapt to customer needs and market opportunities

Why SAP

- Experienced SAP S/4HANA consultants with best-practice expertise and local and regional resources
- SAP Activate methodology based on Agile software development principles to speed implementation and enhance flexibility
- Real-time reporting capabilities of SAP S/4HANA for better decision support and faster approval processes
- Personalized, consumer-grade user experience enabled by the SAP Fiori UX
- Integration of planning processes with SAP Business Planning and Consolidation

After: Value-Driven Results

- Increase in transparency, which leads to faster and better reporting and empowers quick, reliable decisions
- Optimization of back-end processes in finance, controlling, planning, and procurement
- Improvement in internal efficiencies
- Better system stability and security
- Stronger adherence to best practices and international accounting standards

“With SAP S/4HANA, we are prepared for the future of banking and positioned to deliver on our promise of making life easier through intelligent and adaptable technologies.”

Peter Grebeci, Head of Finance and the ERP Competence Center, Erste Group Bank AG

3 countries

With IT operations consolidated into SAP S/4HANA

1 digital core

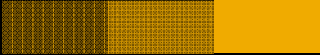
To unite the enterprise and drive innovation

100%

Readiness to run live and deliver better user experiences

0 issues

During implementation that required support from the development team



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