

Company Says Goodbye to Legacy Workflows, Hello to Modern, Remote Work Processes

Managers of a large, international financial institution would be the first to say there's nothing like a global pandemic to eliminate long-standing, paper-based processes in favor of digital ones.

Before COVID-19-related office closures in March 2020, the New York branch of a Tokyo-based bank that serves customers in Asia-Oceania, Europe and the United States, relied on manually circulating paper forms throughout the office to get things done. Employees would print out a template and pass it around the office for several people to physically sign before a particular process was approved. But once the pandemic forced employees to work remotely, approving documents the traditional "hands-on" way no longer cut it.

Not surprisingly, emailing a document through the approval chain – which required several acknowledgements or approvals from upper management – became a cumbersome, time-consuming and difficult-to-trace process. You could say it was like trying to wrangle an octopus into a bag, one tentacle at a time. Sign offs got lost in the email shuffle and visibility was murky at best.

Further, the branch, which provides corporate banking, capital market business and asset management as well as financial, transactional and other related services, needed a clear, easy-to-trace approval history for auditing purposes. In short, the nearly 200 employees of the branch desperately needed to simplify, streamline and standardize its processes.

So, the search for a software solution enabling process orchestration began.

Hunting for the perfect process automation platform

The first step was to conduct thorough market research. According to the project manager, the team combed through Forrester Research and Gartner reports to gather a list of reputable process-orchestration providers to which it could send a request for information (RFI).

The branch wanted a cost-effective, low-code / no-code, secure digital solution as a service that could standardize and simplify



approximately 200 processes/workflows branch-wide at inception. After the team whittled the list of 30 vendors down to 13, the project manager said the due diligence process further narrowed the choices to four contenders.

During the request for proposal (RFP) process, the company wanted to gather information including each vendor's project implementation and execution plans, use cases, solution and security capabilities, cost, and of course, product demonstrations. And the winner was PMG, with its low-code development platform to automate and orchestrate business processes across people, systems, and data. The PMG Platform provided exactly what the branch needed.

Meeting project goals and objectives with the PMG Platform

The company's project team worked with PMG to learn the capabilities of the PMG Platform. According to the project manager, digitization has led to vast improvements in about 50 processes – with more to come. So far, it is used by 200 employees in the branch and enables staff members to continue working from home.

"We successfully achieved the project's goals and objectives, while completing the first iteration of the implementation within four months – which we committed to management," the project manager said.

And as the bank releases a new service or feature into production and more requests for process improvements come along, he expects the benefits to increase, particularly since users find the PMG Platform interface intuitive and easy to use.

Plus, the PMG team that's walked the bank's team through the first implementation continues to go above and beyond to ensure the finance house is satisfied with the PMG solution. That hasn't always been the case with other vendors, though.

"I've been in IT at multiple companies for 20 years and have been involved with many different vendors that can be difficult to work with," the project manager said.

When it comes to the implementation of a project, for instance, he said some previous vendors shunned responsibility, refused to help solve problems and said, 'that's not our issue.' PMG is the opposite, always acting as an extension of the team.

"We asked PMG to lead the project because our IT department simply didn't have the bandwidth," the project manager said. "Before the implementation ever began, the PMG team focused and continues to focus on our needs. They're very client-centric."

Building a long-standing, collaborative relationship

Next steps between the financial house and PMG might possibly include integration between the PMG Platform and other vendor systems used in the financial institution's branch.

"Right now, we are still in the implementation phase but know the PMG Platform will become increasingly important to the IT infrastructure in our branch," the project manager said. "I could see us having a solid, successful working relationship with PMG for at least the next 5 years and beyond."

About PMG

PMG offers a low- and no-code software platform that empowers businesses to quickly build applications and automation solutions using drag-and-drop designers. For 15 years, enterprises have achieved 70%-80% efficiencies in their business processes by using PMG. The platform is architected to support quick wins, delivering powerful and sustainable solutions through configuration rather than coding. Most importantly, PMG delivers on its promise of committed partnership, ranking highly in G2.com's relationship metrics for low-code DPA providers. For more information, visit www.pmg.net.

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