



Front Arena Use Case

Process Mining with Celonis in Banking

Financial
Industry
Consulting



Current activities in the field of Celonis

Overview

- Nagler & Company continuously develops and improves the use of Celonis as a process mining tool in the banking environment
- A use case for banks was developed to illustrate the opportunities and possibilities of Celonis

Structure use case: **Trade Life-Cycle in Front Arena**

1. Illustration of Trade-Life-Cycles in Front Arena
2. Dashboarding for analysis and controlling of processes
3. Analyse the process with the help of Celonis
4. Evaluation of the benefits of Celonis

Certified Celonis Team bei N&C

Our employees are excellently prepared for project deployment at the customer's site through a combination of official Celonis certifications and technical expertise..



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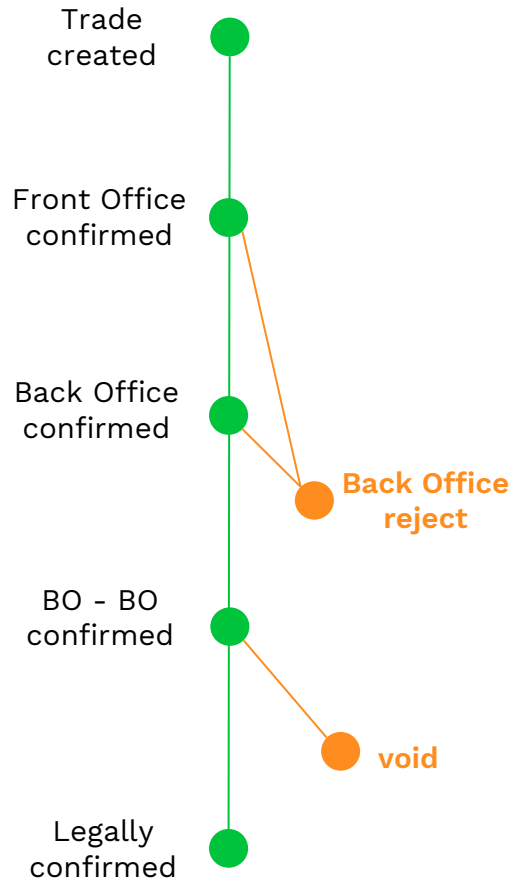
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We are constantly designing new use cases and preparing our employees for project use in the best possible way through extensive training.

Illustration of Trade-Life-Cycles in Front Arena

Target process vs. actual process



→ Initial situation

- A clear target process exists for recording transactions in FIS Front Arena
- In reality, however, **deviations** from the target process occur
- These deviations cause unnecessary costs - their causes are mostly unknown

👤 Questions

- ✗ How many other process variations exist and how often do they occur?
- ✗ How high are the costs caused by the deviations from the target process?
- ✗ Which causes lead to a deviation from the target process?
- ✗ At which points do repetitive activities occur?

🚩 Solution

- N&C offers a solution based on **Process Mining**
- Process analysis with the help of interactive **Celonis dashboards**
- Results and evaluations based on transaction data

Economic added value when using Celonis

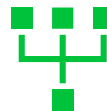
To evaluate the benefits, the average cost per trade before and after using Celonis is compared.

$$\text{Cost per trade} = \emptyset \text{ lead time (in h)} * \text{cost/h}$$

Before Celonis

$$3,17 \text{ h} * 45 \text{ €/h} = 142,65 \text{ €}$$

Process Insights



Enhancements

Structuring

After Celonis

Cost per trade

$$2,04 \text{ h} * 45 \text{ €/h} = 91,80 \text{ €}$$

Ø Savings per trade:

51 EUR

Savings Q1 + Q2 2021

$$2.697 * 51 \text{ €} = 137.000 \text{ €}$$

Forecast full year 2021

$$2 * 137.000 \text{ €} = 274.000 \text{ €}$$

Benefits for the user

- ▶ In this example calculation, even a first analysis would lead to a saving (after costs) of **more than 250.000 €**. By implementing Celonis, further costs can be saved in the long run and resources can be allocated more efficiently.
- ▶ In this example, only the trading process in Front Area was evaluated. The entire trading process, including booking in the trading book and settlement process may contain further inefficiencies that can be uncovered through process analysis. **Further cost savings are possible.**

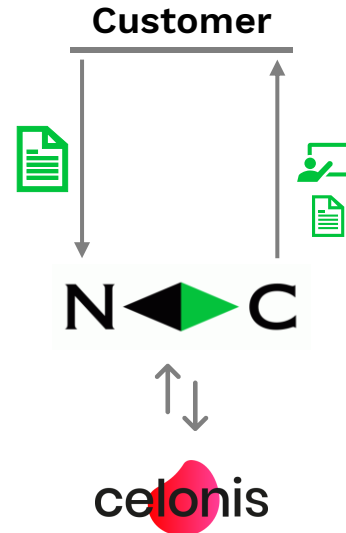
Schematic project flow

Step 1: Front Arena data export

- The customer exports the Front Arena Trade data set to be analyzed
- Analysis period can be flexibly selected
- Data is exported without mapping tables. There is no anonymization effort

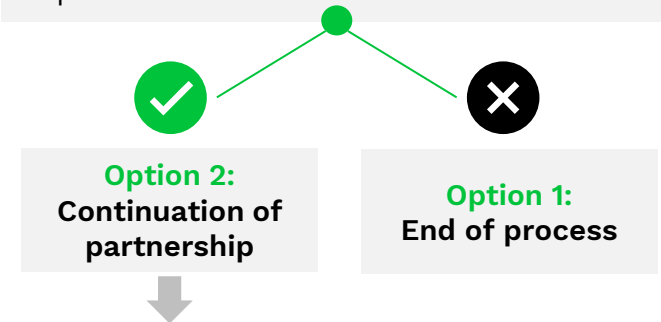
Step 2: Process analysis in Celonis

- Nagler & Company analyzes the data set in an individual procedure and evaluates the processes
- The customer gets access to the results through a written final report



Step 3: Presentation workshop

- The N&C team presents the results to the customer during a workshop
- Together, possible solutions are uncovered, discussed and measures are planned to exploit the optimization potential



Advanced services – Continuation of partnership

Option 2-A: Ad-hoc and routine process analysis

- N&C supports the customer with recurring process analyses
- Customer can monitor and measure progress and improvements
- No implementation costs or use of internal resources

Option 2-B: Software implementation

- N&C supports companies in the implementation of Celonis
- Employees are trained in the use of the software and empowered to use it independently

Our offer

In order to meet your individual needs, Nagler & Company offers three service models. These differ according to the type and scope of the analyses.

In this offer, we combine our many years of professional expertise in the front area with the possibilities Celonis offers for your added value.



Weiterführende Angebote

Detailed analysis

- Definition of the process to be analyzed
- Detailed analysis and deep dive into process characteristics
- Discussion of various measures to address the identified issues

1

Proof of value

- **Detailed analysis +**
- Proof of Business Impact from Celonis
- Customer gets direct access to dashboards

2

Implementation of Celonis

- Ongoing process control and optimization
- Use of the entire Celonis product range
- Staff training

3

Contact person



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