

BPA/BPM

CLOUD&DEVOPS

FINANCIAL SECURITY

PRODUCT DEVELOPMENT

INTEGRITY
VISION

INEFFICIENT PROCESSES ARE STILL HURTING MANY BUSINESSES



WE HAVE A COMPLEX ENVIRONMENT WITH MANY DISPARATE APPLICATIONS

When newer applications & legacy systems are adopted, integration problems arise.



WE'RE LOOKING FOR WAYS TO MINIMIZE THE RISK OF INDIVIDUAL DISCRETION

When dealing with customer-centric decisions.



OUR INCONSISTENT ONBOARDING IS CLOSER TO SINK OR SWIM STRATEGY

And I feel like we might be wasting talent because of it.



MANUAL DATA TRANSFER IS A TEDIOUS & LENGTHY PROCESS

And there's always scope for human errors & miscalculations.



RECTIFICATION COSTS ARE A BIG ISSUE FOR US

Human errors occur all the time during manual input of data.



ROUTINE TASKS CONSUME QUITE A CHUNK OF OUR PRODUCTIVE TIME

And hamper the team's creativity.

INEFFICIENCIES COST TIME & MONEY

Sources:

Sales Happiness Index Report


Zapier Office Workers Report

41% OF SALES REP
WORKING HOURS ARE
SPENT ON NON-REVENUE
GENERATING ACTIVITIES

76% OF KNOWLEDGE
WORKERS SPEND 1-3
HOURS A DAY ON DATA
ENTRY

- human error & oversight
- lack of internal controls
- poor turn-around times
- poor data collection & data quality
- inefficient use of staff time & unnecessary work
- limited visibility and poor document management
- reduced productivity
- redundancies and delays in business processes
- risk of non-compliance with regulations & standards
- increased cost & time-to-market for new products & services
- reduced customer satisfaction & retention

UNLOCK THE POWER OF DIGITAL TRANSFORMATION SOLUTIONS

 Boosted operational efficiency, productivity, & accuracy

 Reduced costs and risks

 Improved compliance with regulations & standards

 Increased customer engagement, satisfaction, & retention

 Eliminated redundant processes & time waste



LET INTEGRITY VISION HANDLE COMPLEX DIGITAL TRANSFORMATION PROCESSES FOR YOU

// Onboarding new employees
is one of many examples
of business processes that
can benefit from automation



2 DAYS

with Integrity Vision

- automated welcome emails with key info
- chatbot with basic questions and necessary document links
- structured onboarding program



2 WEEKS

without integrity vision

- internal wiki
- talking to colleagues
- first-day checklist
- emails from the HR department
- 1-on-1 meetings with the team leader
- disparate guides & documents

OUR KNOW-HOW IN NUMBERS



13+

years of experience



70

IT professionals



100+

enterprise clients



12+

industry-leading
partners



80+

certificates



450+

successful projects

THE BIG PICTURE WE KEEP IN MIND

OUR MISSION

Improving the efficiency and growth of our clients is at the **heart** of everything we do.

VALUES WE STAND BY



embrace change



maintain stability



never stop growing



be the best at
what you do

WE SERVE GLOBALLY & ACROSS INDUSTRIES

FINANCE

*streamlined processes &
increased security for:*

- banks & fintech
- investment firms
- insurance companies

TELECOM

- custom CRM systems
- operations management
- chatbots & auto-reply systems

GOVERNMENT

- cut red tape & paperwork
- performance monitoring
- procurement process management systems

RETAIL & E-COMMERCE

- improved customer experience
- inventory management
- business efficiency

OUR 3 CORE COMPETENCIES

01. SOFTWARE DEVELOPMENT

tailored solutions for your unique business needs

Business Process
Management (BPM)

Integrations &
API Management

Product
Development

Enterprise Service Bus

Cloud & DevOps

02. FINANCIAL SECURITY

risk management & creating safe environment

Know Your
Customer
— KYC

Fraud
Detection Systems

Anti Money
Laundering
& Scoring

03. IT INFRASTRUCTURE

ensuring stable foundation for your organization

Hitachi Vantara, Lenovo

Oracle & DB2
databases

Backup & Recovery
(Commvault, Veritas
NetBackup)

Enterprise, Midrange and
Entry Storage, Servers

Infrastructure for
BPM ECM

BUSINESS PROCESS MANAGEMENT (BPM)

POWER YOUR BUSINESS WITH CAMUNDA BPM SYSTEM

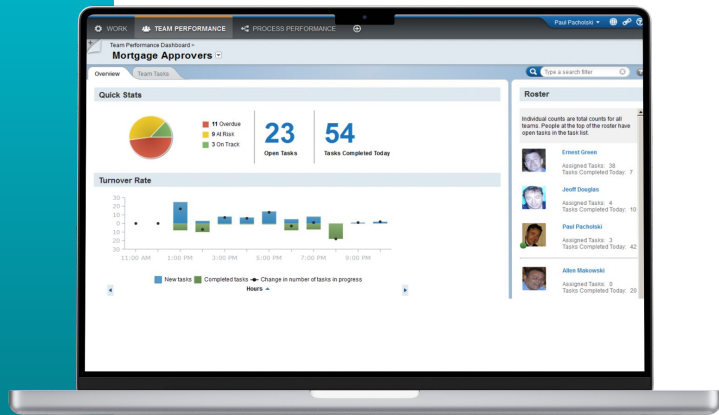
USE CASES

HUMAN RESOURCES

- internal employee recruitment referral programs, job rotation, upscaling, promotions
- new employee recruitment attracting candidates & hiring
- employee onboarding setting up access to programs, hardware, and training
- employee offboarding termination letters, removing access, scheduling exit interviews
- timekeeping sick days, vacation, personal time off

BANKING

- know your customer (KYC)
- customer onboarding
- loan processing
- account opening & closure
- risk & compliance management



// BPMS is a software system that helps businesses reduce manual tasks & improve processes to achieve business goals faster & more

POWER YOUR BUSINESS WITH CAMUNDA BPM SYSTEM

// Automate Human Workflows

Automate notifications, recordings, assignments, and escalations while providing a flexible Task list to include human workflow activities & decisions.

// Orchestrate Microservices

Choreograph microservices as an integral part of a full business process and ensure they are carefully monitored, managed, and analyzed.

// Modernize Legacy Business Process Management Systems

Get results quicker, respond to business needs more flexibly, & move beyond the tech boundaries of restrictive and outdated BPMS products.

// Centralize Your Process Automation Platform

Provide a scalable BPA platform as an integral part of your application delivery technology stack across your organization.

// Modernize Legacy IT Systems

Increase your business agility by retiring homegrown software, orchestrating across monoliths and microservices, and reducing RPA bot overhead.

// Replace Homegrown Workflow Solutions

Overcome the limitations of hard-to-maintain, expensive, & inflexible in-house workflow solutions and save critical time for your development team.

POWER YOUR BUSINESS WITH CAMUNDA BPM SYSTEM

BENEFITS FOR BUSINESS

Boosted productivity

by streamlining business operations & automating repetitive tasks.

Improved agility

as processes can adapt automatically to changes in the business environment.

Increased revenue

by increasing product output, speeding decision-making, & improving customer service.

Greater transparency

due to monitoring business processes from initiation to completion and gauging their effectiveness in real-time.

CAMUNDA ADVANTAGES

// INTEGRITY VISION IS CAMUNDA'S PLATINUM CERTIFIED PARTNER

Open-source & cost-effective

Flexible deployment options and extensive support

Easy-to-use modelling, integration, & analytics tools

Developer-friendly and offering extensive tools for non-developers

MAJOR CAMUNDA CUSTOMERS



POWER YOUR BUSINESS WITH CAMUNDA BPM SYSTEM

PLATFORM COMPONENTS

// Modeler

process designing in BPMN

// Workflow Engine

and DMN Engine

// Cockpit

monitoring, rapid changing, & responding to incidents

// Cawemo

common modelling of BPMN processes & diagrams

// Optimize

advanced business process monitoring & analysis

// Tasklist

module with integrated user interface for employee tasks



CUSTOMER SERVICE AUTOMATION FOR



**Raiffeisen Bank
International**

REAL-LIFE CASE 1

about the client

1,700

branches in
different countries

12

markets covered
in CEE region

17M+

clients in retail
& corporate banking

€4,3B

balance sheet
total in Ukraine



PROBLEMS



SOLUTIONS

- Unreadiness of certain systems and customer-facing departments.
- The bank was weighed down with legacy technologies and outdated systems.
- Lack of vital functions in existing systems.

- Developed a comprehensive customer service approach in a single window. A manager doesn't need to switch between several systems/windows/apps.
- Seamlessly integrated the single window into the existing banking ecosystem.
- Reused the developed functionality for opening an account in digital channels.



Results

FROM 45 TO 14 MINS

the cut down of time for servicing one new customer.

~1,700-2,000

the number of bank accounts opened daily.

14 MINS

customer now needs to get a ready-made bank account & a card that can be used.

CUSTOMER SERVICE AUTOMATION FOR



UKRSIBBANK
BNP PARIBAS GROUP

REAL-LIFE CASE 2

about the client

250+

branches throughout
Ukraine

600

large corporations
among clients

1M+

clients in retail
banking

170K

small & medium-sized
businesses among
clients

// PROBLEMS → // SOLUTIONS

- **Bad churn rate, damaging to revenue and profitability.**

The bank was losing 15% of customers because of a lengthy and complicated loan approval and issuing process.

- **Unnecessary labour costs.**

As many tasks were performed manually, a lot of people were involved in the loan approval process.

- **Lack of transparency & quality control.**

Necessary to monitor the effectiveness of the process.

- Created a client account to enable online loan applications.

- Created a single point of contact for bank clients based on the single window system.

- Developed a client scoring system.

- Established integration with the Bank's internal systems and external sources.

- Automated the loan process for legal entities and entrepreneurs on Camunda, with the ability to track SLAs and KPIs.



Results

10 MINS

cut down of time for issuing a loan.

CUT BY 17%

number of employees
involved in the loan process.

INCREASE

of revenue from loan products.

REDUCED

the number of physical branches as
some customers moved to digital
services.

ONLINE BANKING OPTIONS

helped better regulate in-branch customer flow and
improved customer experience
for those who prefer to bank remotely.



We optimized business processes that used to be a bottleneck for our company. Automation of business processes in the bank has exceeded our expectations!

**- Deputy Chairman of the Board
of the Bank on IT-issues**



The company builds long-term relationships from the very beginning. The project is implemented for years in terms of scalability and convenience of the support.

- Product Owner

ENTERPRISE SERVICE BUS (WS02 ESB)

ENSURE ALL YOUR TOOLS TALK TO EACH OTHER WITH ENTERPRISE SERVICE BUS (WS02 ESB)

- // ESB is a software platform for performing integrations between different systems and apps.

// BENEFITS FOR BUSINESS

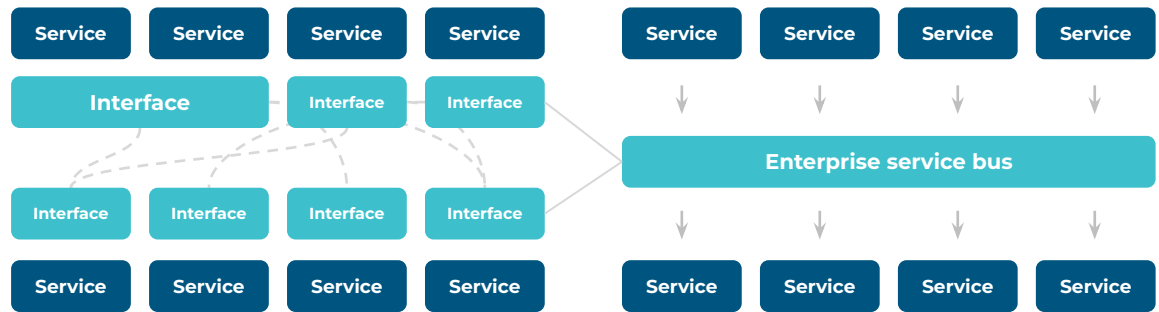
- **Reduced time to market**
for new initiatives with a well-defined, "pluggable" system that scales well.
- **Added security**
from unauthorized access to customer data.
- **Improved developer agility & productivity**
by enabling developers to incorporate new technologies faster.
- **Optimized processes & resources**
by allowing centralized management, as you have one team responsible for troubleshooting issues.

// ESB advantages

- Flexible integration
- Centralized management
- Standardized & simplified communications
- Connectivity without custom coding

ENSURE ALL YOUR TOOLS TALK TO EACH OTHER WITH ENTERPRISE SERVICE BUS (WS02 ESB)

// ESB IS CHANGING
CHAOS TO A
BALANCED SYSTEM



// AFTER IMPLEMENTING ESB

- systematized IT-architecture components;
- cut time to implement a new IT system in the enterprise architecture;
- decreased time for adapting complex information systems to the constantly changing business processes.
- optimized support for various corporate systems;
- reduced business process and data exchange costs;

IBM INTEGRATION BUS 10.X IMPLEMENTATION WITH DEVELOPMENT OF INTEGRATION SERVICES

CLIENT



National Bank
of Ukraine

PROJECT GOAL

Improve the infrastructure, enhancing its manageability and scalability.

The solution must be built using best practices and meet the high reliability and fault tolerance standards.

REAL-LIFE CASE 3

about the client

Implement the IBM Integration Bus 10.X

to ensure the integration of information systems (namely: CredLine, SAP, and BARS).

Optimize information exchange

between systems when processing loan applications from commercial banks.

Prepare a tech platform

capable of scaling critical information systems to ensure reliable and effective interaction using IBM Integration Bus 10.x.

Ensure full control over interactions

between CredLine, SAP, and BARS systems within business processes.

// PROJECT TASKS

- Design integration scenarios based on IBM Integration Bus 10.x following SOA best practices.
- Implement a technological platform to ensure reliable and efficient interaction of information systems using IBM Integration Bus 10.x.
- Design the solution architecture based on IBM Integration Bus 10.x for processing credit applications from commercial banks.
- Develop 3 adapters to ensure ESB interacts with selected systems (from 2 to 4 methods in each).
- Train employees: develop an administrator based on IBM Integration Bus 10.x to increase product knowledge within the team.



// SOLUTIONS

- Implemented the IBM Integration Bus 10.x software complex into the current corporate and local computing network.
- Configured and integrated the IBM Integration Bus 10.x with existing information systems by implementing data exchange between systems and clients and/or within the system (CredLine, SAP, BARS).

KNOW YOUR CUSTOMER (KYC)

SECURE YOUR BUSINESS WITH KYC

// A process of identifying and verifying the client's identity to fight against financial crime and money laundering.

// BENEFITS FOR BUSINESS

- **Increase efficiency**
by speeding up new customer onboarding.
- **Reduced operational costs**
by eliminating lengthy document processing and manual data input.
- **Increased security**
that minimizes the risk of reputational damage and protects the company and its customers against fraudsters.
- **Enhanced employee and customer experience**
as you automate dull and repetitive tasks to increase employee job satisfaction and create a more streamlined onboarding experience for your customers.

// ONE PROCESS FOR ALL

- Fraud risks
- Compliance risks
- Credit risks
- Financial monitoring

SECURE YOUR BUSINESS WITH KYC

// Data extraction

Automatically compile information from spreadsheets, templated forms, email attachments, online chats, and voice calls to build upon a KYC assessment.

// Assembling key data points in real-time

Systems can automatically infuse KYC dossiers with real-time information.

Manual upkeep of customer records is time-consuming, labor-intensive, and prone to errors.

// Continuous monitoring

Aggregate customer behaviour, continuously updating it with new information, and promptly raise a red flag to trigger a deeper investigation. When done manually, this assessment can take months.

// Adapting to changes in regulations

According to Fenergo, every year, financial institutions globally pay fines worth \$36 billion for non-compliance with AML, KYC, and sanctions regulations. Automated systems monitor the fast-changing regulatory environment and adapt on the go.

ENHANCING SECURITY AT COMMERCIAL BANK

REAL-LIFE CASE 4

about the client

1,500

branches around
the world

2.5M+

clients in retail &
corporate banking

9

markets covered
in Europe

// PROBLEMS

- **Lengthy manual KYC checks**
of customers, partners, and employees could take up to a couple of months.
- **Lack of a quality monitoring system**
that was constantly updated and promptly provided new information.
- **Spontaneous spending**
caused by uncontrolled checks from different bank divisions using a paid resource.
- **Lack of prompt response**
to negative changes in the client's history.
- **Reputational risks**
were arising from cooperation with fraudsters, as the bank didn't receive the updated information.
- **Financial losses**
due to fraudulent non-performing loans, as the bank failed to detect fraudsters at the verification stage.



// SOLUTIONS

- **Created a unified database**
that is constantly updated and contains all the information about the audience segments the bank was interested in.
- **Implemented Camunda as the orchestrator of all banking processes**
implemented client scoring and decision-making using the DMN engine.
- **Created a convenient interface**
that can be adapted to support the needs of the department participating in KYC checks.

Results

20 TIMES

the process of customer & employee verification was sped up.

20%

decrease in the number of non-performing loans.

DECREASE

of the costs FOR access to information.

AUTOMATION

the process of customer & employee verification was sped up.

30%

decreased of fines from the NBU, as compliance risks were minimized.

IMPROVED

bank's ability to reduce avoidable losses and mitigate fraud risk.

ANALYSIS

That client receives now are transparent, automated, and predictive for everyone the bank deals with. The bank has operational control over the entire client base, which is regularly updated.

FRAUD PREVENTION SOLUTION

BANKING WITH **IBM CFM** FOR SAFER PAYMENTS

REAL-LIFE CASE 4

about the client

1,000

branches around
the world

1M+

clients in retail
banking

5

markets covered
in Europe



Ukrainian Bank, representing one of the largest financial groups in CEE region & listed in Top 10 largest banks in Ukraine.

PROJECT GOAL

Create an online banking platform (web and mobile) with 4 times greater functionality than the previous version, serving around 1M customers.

At the planning stage, the need for an anti-fraud system, which did not exist before, arose. It was important to synchronize the launch of the anti-fraud system with the release of the new platform.

CHALLENGES

- there was no data structure to work with;
- it was necessary to link all operations in the context of one client (identity);
- the developed architecture should have provided fault tolerance (downtime 1 min per year).

SOLUTIONS

- the online banking service does not stop working even with regular updates (no downtime);
- the created architecture ensures that if one of the platforms is unavailable, the service continues to work without delays (uninterrupted service operation);
- individuals, individual entrepreneurs, and bank employees are linked together (data structure).

Results

90% REDUCE

of reputational risks.

2.5 YEARS

the system has been successfully operating without any downtime.

2 WEEKS

the solution's architecture enabled us to complete the task of implementing a control system for international payments.

70% DECREASE

of the fraud rate.

FROM 5 DAYS
TO 5 MINS

reduce of the time to apply countermeasures to fraud.



For our bank, that was the only project in 2020 that was successfully completed on time and within the allocated budget.

- Head of the Anti-Fraud Department



OTHER MARKET LEADERS THAT TRUST OUR EXPERTISE



HOW DIGITAL TRANSFORMATION HELPS YOUR BUSINESS THRIVE



PAVING THE WAY TO AUTOMATION IN 6 STEPS

DURING PROJECT REALIZATION, WE GUARANTEE

- continuous support;
- seamless & fast communication;
- flexible software development methodologies.

01

defining project
objectives & strategy

02

gathering features
& requirements

03

setting deadlines,
work scope & budget

04

project
implementation

05

testing &
deployment

06

post-production &
maintenance

WHY CHOOSE US



15+ years of experience
in BPM systems
implementation;



proven track record &
industry competence;



extensive technology
stack, ability to adapt
to client's IT landscape;



comprehensive software
development &
end-to-end IT solutions;



flexible approach to project
management: Waterfall &
Agile (Scrum, Kanban);



in-depth expertise in providing an overall
approach to personalize sales process,
increase ROI, & extend clients' LTV.



We promise you exceptional customer service:

we keep customers in the loop with real-time updates
enabling you to have full control over all project stages.

TECH STACK WE ARE QUALIFIED AT



OUR RELIABLE BUSINESS PARTNERS



MEET THE TEAM OF TOP-NOTCH TECH EXPERTS



Inna Soloviova
Founder & CEO



Liudmila Pidgorna
Head of Software Dev

PEOPLE WHO MAKE AUTOMATION WORK

5

IT security
specialists

3

DevOps

4

PMs

5

QA specialists

5

Business analysts

17

Software developers

8

System engineers

BEGIN YOUR DIGITAL TRANSFORMATION JOURNEY TODAY



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