



Camunda

**A Universally Capable Process and API Orchestration Engine**

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# 1 About Camunda

## 1.1 About

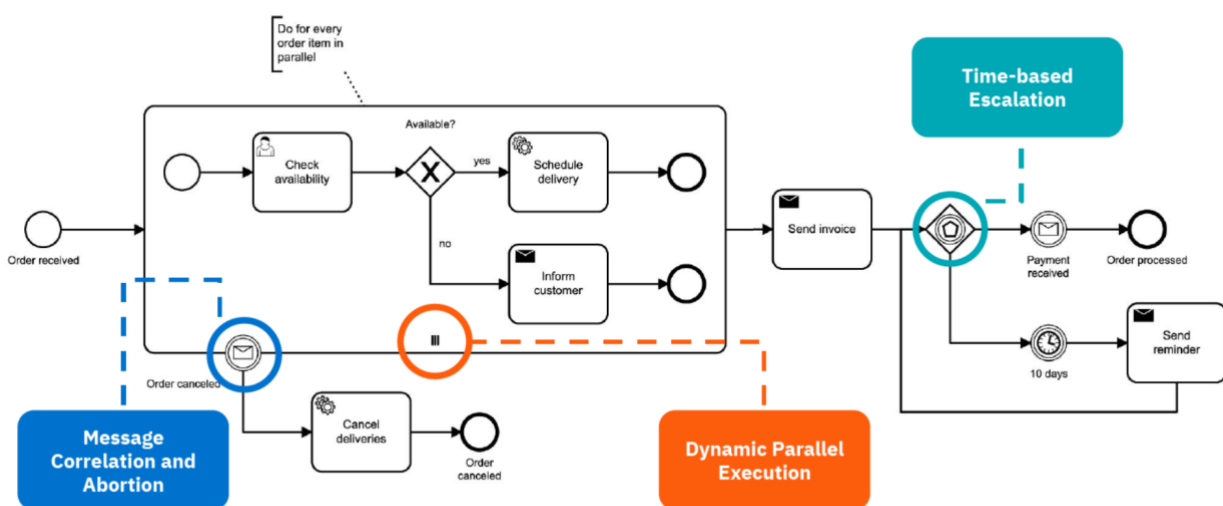
Camunda is a workflow and decision automation platform that allows businesses to streamline their processes and automate manual tasks.

With Camunda, users can model, execute, and monitor their workflows, making it easier to manage complex processes and ensure that tasks are completed efficiently and accurately.

Camunda also provides tools for decision-making, enabling users to model and execute business rules to make data-driven decisions.

The platform is highly customizable and can be integrated with a wide range of systems and applications, making it a versatile tool for businesses of all sizes and across various industries.

Camunda's user-friendly interface and comprehensive documentation also make it accessible to non-technical users, allowing them to easily create and manage workflows and business rules.



Example of advanced workflow patterns modeled in the BPMN standard

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## 1.2 Process Orchestration for Financial Services

Today, many financial services organizations struggle to remain relevant. Consumer expectations are sky-high and digital transformation is the only way to deliver the experiences your customers expect as well as the agility your business needs to thrive. Tricky yet common challenges that financial institutions aim to solve with digital transformation include:

- Slow innovation due to legacy technology and technical debt
- The rise of cryptocurrencies
- Complex and ever-changing regulatory landscape

To address these challenges FinServ companies should look towards process automation to orchestrate both automated and human processes.

Using Camunda, customers in financial services can achieve benefits in excess of **\$25m** over 3 years – an ROI of **389%**.

*"The Total Economic Impact Of Camunda", a commissioned study conducted by Forrester Consulting on behalf of Camunda, July, 2021.*

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## 1.3 Global Success at Scale

**100K**

active users

**190**

countries worldwide

**9**

out of 15 top US banks  
use Camunda



Deloitte.



## Helping financial services improve process automation

Camunda customers like Goldman Sachs, ING and BNP Paribas report better customer experiences and faster time-to-value, helping them improve operational efficiency and business agility. A commissioned study conducted by Forrester Consulting concluded that with Camunda, financial services organizations can **reap benefits worth \$25m** over three years. This sum consists of both savings in excess of \$23m and additional revenue worth over \$1m that organizations can unlock by capitalising on a now smoother customer experience — a significant competitive advantage.

## Scalable architecture fit for your growth plans

Camunda's open software and flexible architecture enable powerful end-to-end process orchestration. Our solution provides organizations with speed, scale, security and resiliency without the overhead of building and maintaining infrastructure. Furthermore, our open architecture approach unlocks universal connectivity thanks to a series of essential connectors along with simple and intuitive integrations across a variety of technology enablers.

With Camunda, your team can design, automate, manage and improve a virtually unlimited variety of end-to-end business processes, such as: loan origination, claims handling, risk management, centralizing automated finance workflows, trade reviews and end-of-day close, and more.

**Hear what** the teams at Truist and Morgan Stanley think about Camunda at the Process Automation Forum Live: Banking & Financial Services



**Read more** about the economic impact that deploying Camunda can have for your business



**Find out how** Camunda compares to other solutions and technologies



**Get the eBook**  
Automate Any Process,  
Anywhere



“ We see Camunda as a valuable component within our new lending platform, which is built using a microservices architecture. To achieve the desired efficiency gains, we needed a much higher degree of automation in our processes, and Camunda's capabilities fit our needs well. It is modern, easy to integrate with, and gives us flexibility when designing our processes. ”

— Eric Lind, Chief Information Officer, Bluestep Bank

## 1.4 Customer stories

Sample customer cases in the Financial Services sector: Deutsche Bank, Allianz, ING, Santander, and Vodafone Financial Services

### Introducing automated KYC processes at one of Denmark's largest banks

Jyske Bank, which serves a significant number of retail and corporate customers, was looking to process electronic payment card requests raised by their business clients more quickly. Clients use these cards to manage outgoing payments to their customers and other banks. However, sometimes business banking clients are unable to pair payments with a customer, so they have no record of the transaction and have to email Jyske Bank requesting the pairing.

Before Camunda, this Know Your Customer (KYC) process was cumbersome and took up to 4 hours per day to manage. After implementing Camunda, **the time required to handle the payments has been reduced by 30%**. This frees up Jyske advisors to focus on the more complicated cases where payments cannot be automatically consolidated. Jyske Bank is now exploring more ways to align this process across the entire banking sector.

### Enabling deeper client engagement

Fidelity Investments, a US-based multinational financial services organization and one of the largest asset managers globally, was experiencing the limitations of their homegrown, decades-old legacy workflow application when they decided to **invest in a digital automation platform powered by Camunda**. The legacy system was used across 30 business units, so smooth deployment of and transition to Camunda was key. Today, over 10,000 workflows have been implemented and teams are collaborating much more effectively. The standout benefit of replacing the monolithic legacy system with Camunda's agile process automation platform has been higher-level engagement with customers: instead of spending time investigating individual transactions, Fidelity's workforce can now have much deeper conversations with customers, improving loyalty and creating additional income opportunities.



Finance

#### Münchener Hyp

From a complex, monolithic environment to a streamlined microservice-oriented architecture with Camunda

EMEA



Finance

#### Bank11

Definition and automation of processes for the automotive industry to enable faster lending processes

EMEA



Finance

#### Jyske Bank

Improving the Customer Experience through Process Automation

EMEA

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## 1.5 About Camunda Zeebe

Camunda Zeebe is a workflow engine designed for the cloud-native era, providing a highly scalable and fault-tolerant solution for automating business processes.

It uses a distributed architecture that enables it to process large volumes of workflows and handle high levels of concurrency, making it ideal for complex and dynamic applications.

With Zeebe, users can model their workflows using the BPMN 2.0 standard and deploy them as microservices on Kubernetes or other cloud platforms. Zeebe also provides real-time visibility into the status of workflows, enabling users to monitor their processes and quickly identify and resolve any issues. Overall, Camunda Zeebe is a powerful and flexible tool for businesses looking to automate their processes in a cloud-native environment.



### Mind-blowing performance at any volume

Zeebe doesn't depend on an external database, so there's no bottleneck.

It's easy to distribute processing across a cluster of machines to deliver high throughput.

Add cluster nodes to process an unlimited number of transactions at consistent low latencies.

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### **About VFTee**

VFTee is a boutique Information Technology consulting firm with vast international expertise and experience. It helps companies achieve business optimization via digital transformation initiatives.

VFTee delivers practical consulting and solutions that enable customers to improve their revenues, reduce their costs and risks, and become more agile to compete in the new era.

