

“AgilePoint BPMS has enabled us to move our ISO 20000 management processes to automated workflows that we can easily monitor and manage”

*- Alejandro Hernández Capa,
Caja Duero ICT Director*

Corporate Process Improvement Case Study

About Caja Duero

Caja Duero, with its origins in Salamanca (Spain) dating back to 1881, is nowadays an important savings bank that serves 1 million customers through its 570 branches and a network of 650 ATMs, also covering Portugal. Caja Duero also plays a fundamental role in social welfare through its Foundation. In 1991 Caja Duero joined the European Group of Financial Institutions (EGFI), whose members share the same philosophy of action and were created to provide common services and products in the European Union Countries. (www.cajaduero.es)

About Ozona

With a specialized consulting division fully dedicated to ISO 20000 since 2007, OZONA has become the leader in Spain and Portugal with a track record of 7 companies certified. OZONA not only provides the consulting domain expertise but also provides their clients, the technological platform necessary to bring the procedures and processes into execution. Besides IT Quality, OZONA'S other focus areas are Process Consulting, Mobility and Virtualization. (www.ozona.es)



AgilePoint is the first comprehensive BPM solution for the Microsoft platform and it is designed to enable business users to quickly implement and deploy cross-functional and cross-organizational business processes in the form of process-based applications, all while in an easy-to-use process-modeling environment running on their desktops using reusable business activity modules and executable functional parts built by IT.

Caja Duero achieves ISO 20000 certification and becomes the 2nd financial entity in Spain to certify its IT Service Management processes (ITSM).

Obtaining the ISO 20000 certification in itself is a success for any organization and undoubtedly, it is a recognition that their processes are defined and are in control. However the real challenge is to ensure that the recommended practices and processes are followed and that improvement opportunities are identified and incorporated to instill a culture of Continuous Improvement. In line with this objective, Alejandro Hernández Capa, Caja Duero's ICT Director, requested a "process automation approach aligned with the IT management strategy", as he explained, as the way to improve efficiency and to ensure that the tasks are always done the way they are defined, achieving process consistency.

In order to accomplish the implementation of their ITSM, Caja Duero relied on Ozona Consulting, a consultancy firm with a deep expertise in ITIL and ISO 20000 projects. **"Thanks to the contribution of Ozona, we have achieved the certification in record time and we have laid a very solid base for extending our ITSM processes to all departments in the company"** – points out Pedro Ignacio Dorado, Caja Duero's Systems and Communications Manager. Ozona provided the methodology and support to adapt over 600 of the technical procedures defined in Caja Duero to the requirements of the norm, along with a model of comprehensive documentation and tools necessary to align with ITIL and ISO 20000. Ozona's Consulting services were complemented with the implementation of **Ozona ISO 20000 Starter**, a standard solution developed by Ozona, that uses the AgilePoint BPMS engine, to allow companies to implement their ITSM Processes according to ISO 20000 in an agile way while minimizing the deployment cost.

Finally, the external audit was conducted during August by AENOR, Spanish Association for Standardisation and Certification (www.aenor.es), and Caja Duero achieved the certification in conformance to ISO 20000-1:2005 norm for its ITSM system for the 5 fundamental services in their ICT area. These are the core of all IT services offered by the company to both the business units and the clients: Core Banking Services, Teller Services, Electronic Banking, ATM Services and Workstations. This certification recognizes the high quality of the IT services that Caja Duero offers to its business units and clients in Spain and abroad. Caja Duero becomes the second financial institution in Spain to achieve this certification and accomplishes a further step in the strategy of adopting quality initiatives in the ICT area, which also includes the progressive implementation of CMMI and ISO 27001 from 2010 onwards.

"As ISO 20000 consultants, we aim to provide our customers the implementation of a complete management system that meets the Standard's requirements, and in a record timeframe" explains Ramon Ares, Ozona CEO. **"With AgilePoint we have built a Services Platform to turn the process definition into execution, facilitating not only the success in the ongoing operations, but also the process improvement and the auditing, with an unprecedented benefit/cost ratio for our clients."**