Internal project at RIS

B.L.D is now responsible for managing internal bank directories as well as for filing internal bank documents, such as contracts or invoices (accounting), giving the employees at Raiffeisen banker flexibility. RDMIS was closely linked with B.L.D.

Thanks to the customization options offered by the ELO Java Client, the following new functions were implemented:

- Document categorization: Documents filled based on document categories that are controlled by pre-defined filing rules.
- Internal customer search: Search for a customer by name or control character.
- Search documents by ID, account number, document type etc.
- Pre-defined search: After a customer number is entered, B.L.D displays a list of filled documents, such as all documents related to a customer, account, control character, or invoice.
- Free search in ELO: Search multiple documents, including in keyword indexing forms.
- Other search functions: by document ID, RDMS barcode.
- Pre-defined search: After a customer number is entered, ELO displays a list of filled documents, such as all documents related to a customer, account, control character, or invoice.
- Free search in ELO: Search multiple documents, including in keyword indexing forms.
- Other search functions: by document ID, RDMS barcode.
- Automatic logon in the ELO Java Client, the following new functions were implemented:

Summary and outlook

Due to the high integration requirements, the process of integrating B.L.D professional was very complex. There were many challenges, such as integrating the authorization system, and managing 47 banks in B.L.D. Thanks to dedicated, professional teamwork, the performance of the B.L.D database was optimized further.

The improvements are plain to see: faster document searches, a flexible directory tree structure in the repository, simple document management, document access control, and central filing in a single repository. Since B.L.D professional is extremely user-friendly, it took relatively little time to teach the 1,600 employees at Raiffeisen how to use the software. They were quick to adopt the new system.

In the future, Raiffeisenverband Südtirol aims to use workflows to manage its processes, as well as to continue developing the functions in B.L.D professional and the associated systems. Elmar Weiss, Department Head at Raiffeisenverband Südtirol, is fully satisfied. “Digitization has long been a topic for banks. Soon, contracts can be signed electronically at the bank and using Raiffeisen online banking, then filed to a central location,” he said. In the future, Raiffeisenverband Südtirol aims to use workflows to manage its processes, as well as to continue developing the functions in B.L.D professional and the associated systems. Elmar Weiss, Department Head at Raiffeisenverband Südtirol, is fully satisfied. “Digitization has long been a topic for banks. Soon, contracts can be signed electronically at the bank and using Raiffeisen online banking, then filed to a central location.”
A lively history

The history of associations in Tyrol and South Tyrol dates back to the 19th century and is closely linked to the history of the Raiffei- 
senverband. In 1891, an association of attorneys for the German-

Tyrolean savings and loan societies was established in Innsbruck. 
Just a few years later, however, the First World War hit Tyrol, 
leaving the association along with it.

In the fall of 1919, immediately after South Tyrol was annexed by 
the Kingdom of Italy, an auditing association for the Raiffeisen-

verband was reincorporated in Bolzano. This association 
became the Raiffeisenverband Südtirol. However, 
the association was dissolved by the fascist government in 1935. 
With this began a dramatic decline and likely the darkest 
period for the South Tyrol associations.

The end of the Second World War saw a return of such associ-
cations. In 1944, the main agricultural association as well as the 
association of Raiffeisen banks were re-established. In 1954, a 
national organization of South Tyrolean agricultural 
associations was formed, which would fuse with the association of 
Raiffeisen banks in 1960 to form the Raiffeisenverband Südtirol organization. At the same time, the new organization introduced the "Rheinkranz-
chen" as its official symbol, also covering its member associations.

The Raiffeisen Information System

The Raiffeisen Information System (RIS) is the IT department of the Raiffeisen organization - a high-

tech institute with strategic significance for the 
isorganization and its members. IT supplier to the 
Raiffeisen organization since 1970, RIS is South Tyrol’s largest information service provider with over 130 employees. As a local service partner, 
Raiffeisen Information System operates within the same 
cultural and economic area as its customers, 
 guaranteeing optimal communication.

Raiffeisen owns the most powerful mainframe in the region. As an IT service provider for the RDMS, RIS processes over three million transactions each day, with an average response time of 85 milliseconds per transaction. To prevent malfunctions 
and minimize residual risk, the company sets the highest internal security standards.

Two repository systems

Before introducing B2B, RIS had multiple repositories:

• The RMS (Raiffeisen Management System) was the central system, responsible for 
archiving documents created based on tem-
plates. The documents, such as contracts prin-
ted at the counter, consultation log, customer positions, etc., were automatically stored by custo-
mers.

• Another application – a second system – was 
used primarily to archive receipts, bank state-
ments, transparency information, and much 
more. (primarily documents generated auto-
matically by the mainframe or other systems).

In need of a uniform repository system

In 2013, the need for a central document manage-
ment system became clear with a growing volume 
of documents, increasing technical requirements, 
and the complexity of maintaining the systems. 
After an extensive selection process, the company opted for the B2Bprofessional.

B2B provides a modern, uniform long-term reposi-
tory system where customers can file all their docu-
ments in compliance with legal requirements. Their documents can be accessed in the future. 
Since 2015, Raiffeisenverband Südtirol has worked 
with B2B and B2B and customers can access their documents over a wide 
range of channels, such as Raiffeisen online banking.

Automatic filing with ELO

ELO was also integrated into the Raiffeisen authori-
ization system. From here, RIS controls the permis-
sions for different levels of access to documents, 
right down to the last detail. The Raiffeisen docu-
ment management system provides Raiffeisen banks with all the latest contract templates in 
accordance with the specifications of the specialist departments.

RMS templates are used to automatically genera-
te contracts, documents mandatory by law, trans-
parency notices, and informational details. These 
documents are sent via e-mail or Raiffeisen online banking, 
and can also be opened at the infopoint. 
All documents are automatically filed to the B2B repository.

100,000 documents per night

ELOprofessional was installed on all 1,600 worksta-
sions, with five servers operating the system. The 100

customer and RMS documents were moved to the ELO repository. Each night, 100,000 documents 
were transferred from the Raiffeisen document management system to the B2B repository. In total, 850,000 electronically signed coun-
ter documents and around 7,300,000 statements have already been imported to B2B.

ELO applications

At the bank, ELO was integrated into the bank application at the coun-
ter and in the administrative area with standard interfaces. The 
B2B Java Client, a modern technological platform, is used in both internally 
and at the counter area. For example, documents to identify customers 
are scanned directly at the counter and stored in ELO – eliminating the 
need to make photocopies. The signed contracts are scanned to the 
B2B.Intranet and filed by magazine administration. The document is 
assigned a unique magazine number.

Transferring documents from the legacy system

A large number of accounting records, bank statements, and customer 
notifications are created by the bank application, automatically filed in 
the B2B repository, and provided to customers over a wide range of 
channels.

Capturing documents with the scan system

The scan module reads in documents while generating the metadata 
to manage the documents in the repository. It detected a stack of docu-
ments featuring an RMS barcode, which provides this data, 
can be found automatically. The company also has multiple larger multi-
function devices with a scanning function used to scan documents 
and store them in a network directory. These documents are copied to the 
HTTP when the user opens them.
A lively history

The history of associations in Tyrol and South Tyrol dates back to the 19th century and is closely linked to the history of the Raiffeisenverband. In 1891, an association of attorneys for the German-Tyrolean savings and loan societies was established in Innsbruck. Just a few years later, however, the First World War hit Tyrol, tearing up the association along with it.

In the fall of 1919, immediately after South Tyrol was annexed by the Kingdom of Italy, an auditing association for the Raiffeisenverband in South Tyrol was founded. However, the association was dissolved by the fascist government in 1933. With this began a dramatic decline and likely the darkest period for the South Tyrolean associations.

The end of the Second World War saw a return of such associations. In 1946, the main agricultural association as well as the association of Raiffeisen banks were re-established. In 1954, a national organization of South Tyrolean agricultural associations was formed, which would fuse with the association of Raiffeisen banks in 1960 to form the Raiffeisenverband Südtirol organization. At the same time, the new organization introduced the "Kinderstiftung" (as its official symbol), also covering its member associations.

The Raiffeisen Information System

The Raiffeisen Information System (RIS) is the IT department of the Raiffeisen organization - a high-tech institute with strategic significance for the organization and its members. IT supplier to the Raiffeisen organization since 1970, RIS is South Tyrol’s largest information service provider with over 130 employees. As a local service partner, Raiffeisen Information System operates within the same cultural and economic areas as its customers, guaranteeing optimized communication.

RIS offers the most powerful mainframe in the region. As an IT service provider for the RGO, RIS processes over 3 million transactions each day, with an average response time of 85 milliseconds per transaction. To prevent malfunctions and minimize residual risk, the company sets the highest internal security standards.

Two repository systems

Before introducing BLD, RIS had multiple repositories:

- The RDMS (Raiffeisen document management system) was the central system, responsible for archiving documents created based on templates. The documents, such as contracts printed at the counter, consultation log, customer positions, etc., were actively stored by customers.
- Another application – a second system – was mainly used to archive receipts, bank statements, transparency information, and much more (primarily documents generated automatically by the mainframe or other systems).

In need of a uniform repository system

In 2013, the need for a central document management system became clear with a growing volume of documents, increasing technical requirements, and the complexity of maintaining the systems. After an extensive selection process, the company opted for BLDprofessional.

BLD provides a modern, uniform long-term repository system where customers can find all their documents in compliance with legal requirements. These documents can be accessed in the future. Since 2015, Raiffeisenverband Südtirol has worked with BLD, and customers can access their documents over a wide range of channels, such as Raiffeisen online banking.

Automatic filing with ELO

ELO was also integrated into the Raiffeisen authorization system. From here, BLD controls the permissions for different levels of access to documents, right down to the last detail. The Raiffeisen document management system provides Raiffeisen banks with all the latest contract templates in accordance with the specifications of the specialist departments.

RIS templates are used to automatically generate contracts, documents mandatory by law, transparency notes, and informational letters. These documents are sent via e-mail or Raiffeisen online banking, and can also be opened at the infopoint.

All documents are automatically filed to the BLD repository.

100,000 documents per day

BLD Professional was installed on all 1,600 workstations, with five servers operating the system. The "old" customer and RTOA documents were moved to the BLD repository. Each day, around 60,000 documents are scanned, with up to 250,000 documents being added on peak days (primarily at the end of the month).

100,000 documents per day

ELO applications

At the bank, ELO is integrated into the bank application at the counter and in the administrative area with standard interfaces. The BLD CajaClient, a modern technological platform, is used in both internally and external areas. For example, documents to identify customers are scanned directly at the counter and stored in ELO – eliminating the need to make photocopies. The signed contracts are scanned to the BLDIntranet and filed by magazine administration.

Transferring documents from the legacy system

A large number of accounting records, bank statements, and customer notifications are created by the bank application, automatically filed in the BLD repository, and provided to customers over a wide range of channels.

Capturing documents with the scan system

The scan module read in documents while generating the metadata to manage the documents in the repository. It depended on a stored list of documents for managing the metadata (a document barcode). This barcode can be directly scanned, or semi-automatically managed with automated processes. The company also has multiple large multi-function devices with a scanning function used to scan documents and store them in a network directory. These documents are copied to the IT infrastructure when the scanner system is operational.
A lively history
The history of associations in Tyrol and South Tyrol dates back to the 19th century and is closely linked to the history of the Raiffeisenverband. In 1919, an association of attorneys for the German-speaking associations of Bolzano was founded. However, the association was dissolved by the fascist government in 1938.

The end of the Second World War saw a return of such associations. In 1946, the main agricultural association as well as the association of Raiffeisen banks were re-established. In 1954, a national organization of South Tyrolean agricultural associations was formed, which would fuse with the association of Raiffeisen banks in 1960 to form the Raiffeisenverband Südtirol organization.

The Raiffeisen Building in Bolzano was inaugurated in 1968. Ever since, it has formed the heart of a successful, continually growing Raiffeisen network in South Tyrol. In 1970, the Raiffeisenverband in Bolzano set up a proprietary data center taking advantage of the possibilities of electronic data processing, today the Raiffeisen Information system and the organization’s largest department. In 1973, the Raiffeisen national bank was formed, with the Raiffeisen insurance service following in 1990. Today, Raiffeisenverband Südtirol (Raiffeisenverband Südtirol) is the national organization of South Tyrolean agricultural associations and commercial banks in 1960 to form the Raiffeisenverband Südtirol organization. At the same time, the new organization introduced the ‘Giebelzeichen’ as its official symbol, also covering its member associations.

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Two repository systems
Before introducing RIS, RIS had multiple repositories:

- The RMODS (Raiffeisen Management document system) was the central system, responsible for archiving documents created based on templates. The documents, such as contracts printed at the counter, consultation logs, customer positions, etc., were actively stored by customers.
- Another application, a second system, was mainly used to archive receipts, bank statements, transparency information, and much more (primarily documents generated automatically by the mainframe or other systems).

In need of a uniform repository system
In 2014, the need for a central document management system became clear with a growing volume of documents, increasing technical requirements, and the complexity of maintaining the systems.

After an extensive selection process, the company opted for ELO professional.

ELO provides a modern, uniform long-term repository system where customers can file all their documents in compliance with legal requirements. These documents can be accessed into the future. Since 2011, Raiffeisenverband Südtirol has worked with ELO and everything is stored in ELO and customers can access their documents over a wide range of channels, such as Raiffeisen online banking.

Automatic filing with ELO
ELO was also integrated into the Raiffeisen authorization system. From here, RIS controls the permissions for different levels of access to documents, right down to the last detail. The Raiffeisen document management system provides Raiffeisen banks with all the latest contract templates in accordance with the specifications of the specialist departments.

RMODS templates are used to automatically generate contracts, documents mandatory by law, transparency information, and much more (primarily documents generated automatically by the mainframe or other systems).
Internal project at RIS

B.D. is now responsible for managing internal bank directories as well as for filing internal bank documents, such as contracts or invoices (accounting), giving the employees at Raiffeisen bank flexibility. RDMS was closely linked with B.D.

Thanks to the customization options offered by the ELO Java Client, the following new functions were implemented:

- Document categorization: Documents filed based on document categories that are controlled by pre-defined filing rules.
- Internal customer search: Search for a customer by short name or control character.
- Search documents by customer no., account no., document type, etc.
- Search: After a customer number is entered, B.D. displays a list of filed documents, such as all documents related to a customer, account, credit, or invoice.
- Free search in B.D.: Search multiple documents, including in multiple keywording forms.
- Other search functions: by document ID, RDMS barcode.
- Pre-defined search: Search documents by customer, account, credit, or invoice.
- Digital signatures and ELO: Sign contracts electronically at the bank and online or file them in a central location in the central SSQ system (Raiffeisen single sign-on).
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- Free search in B.D.: Search multiple documents, including in multiple keywording forms.
- Other search functions: by document ID, RDMS barcode.
- Magazine administration and magazine flagging system.
- Automatic logon in the ELO Java Client: Thanks tointegration into the central SSQ system (Raiffeisen single sign-on).

Compliant central archiving

Headquartered in Bolzano, Italy, Raiffeisenverband Südtirol is the parent organization of all South Tyrolean associations set up based on the "Raiffeisen system" acting in line with the associations' basic principles. The organization provides consultation and support for its member associations. It is a service provider for 47 Raiffeisen banks as well as the Raiffeisen Landesbank Südtirol, South Tyrol’s central banking institute. Over 300 employees are responsible for fulfilling these tasks every day. With the ELOprofessional ECM system, the Italian company is able to file documents in a single central repository.

The ideas put forward by Friedrich Wilhelm Raiffeisen, the organization’s founder, are rooted in promoting cooperation. Collaboration within the organization is on a voluntary basis, following the principle of subsidiarity. Raiffeisenverband Südtirol takes on any tasks individual associations are unable to complete themselves. Self-help and self-responsibility allow its members to work together to achieve common, otherwise unattainable goals. With 365 associations and self-help organizations, the 1,600 employees at Raiffeisenverband Südtirol are well-prepared for any tasks and can act as many professional "Globalbusherren".

Summary and outlook

Due to the high integration requirements, the process of integrating ELOprofessional was very complex. There were many challenges, such as integrating the authorization system, and managing 47 banks in B.D. Thanks to dedicated, professional teamwork, the performance of the B.D.-database was optimized further.

The improvements are plain to see faster document searches, a flexible directory tree structure in the repository, simple document management, document access control, and central filing in a single repository. Since ELOprofessional is extremely user-friendly, it took relatively little time to teach the 1,600 employees at Raiffeisen how to use the software. They were quick to adopt the new system.

In the future, Raiffeisenverband Südtirol aims to use workflows to manage its processes, as well as to continue developing the functions in ELOprofessional and the associated systems. Elmar Weiss, Department Head at Raiffeisenverband Südtirol, is fully satisfied: "Digitization has long been a step for banks. Since, contracts can be signed electronically at the bank and using Raiffeisen online banking, then filed to a central repository. With ELOprofessional, we are well-prepared for such developments."

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Internal project at RiS

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Thanks to the customization options offered by the ELO Java Client, the following new functions were implemented:

- **Document categorization:** Documents filed based on document categories that are controlled by pre-defined filing rules.
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- **Search by document no., account no., document type, etc.**
- **Pre-defined search:** After a customer number is entered, BLO displays a list of filed documents, such as all documents related to a customer, account, credit, or invoice.
- **Free search in BLO:** Search multiple documents, including in various key word searching forms.
- **Other search functions:** by document ID, RDMS barcode.
- **Digital signatures and ELO:** Many documents are signed by customers at the counter, on a tablet.
- **ELO Digital Office:** The improvements are plain to see: faster document searches, a flexible directory tree structure in the repository, simple document management, document access control, and central filing in a single repository.
- **Pre-defined search:** After a customer number is entered, BLO displays a list of filed documents, such as all documents related to a customer, account, credit, or invoice.

Summary and outlook

Due to the high integration requirements, the process of integrating BLOprofessional was very complex. There were many challenges, such as integrating the authorization system, and managing 47 banks in BLO. Thanks to dedicated, professional teamwork, the performance of the BLO database was optimized further.

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Digitizing banks

Digitizing banks makes your bank’s and your customer’s business processes more productive. Rely on proven BLOprofessional advice and ELO companies.

Meta image: Digitizing banks

Compliant central archiving

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The ideas put forward by Friedrich Wilhelm Raiffeisen, the organization’s founder, are rooted in promoting cooperation. Collaboration within the organization is on a voluntary basis, following the principle of subsidiarity. Raiffeisenverband Südtirol takes on any tasks individual associations are unable to complete themselves. Self-help and self-responsibility allow its members to work together to achieve common, otherwise unattainable goals. With 365 associations and self-help, the Raiffeisenverband represents one third of all associations in South Tyrol. They are authorized to use the protected association’s trademark, the so-called “Giebelzeichen.”