

8th TOLERANT Whitepaper

Digitalisation for financial service providers with the 3DEXPERIENCE platform

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TOLERANT Software

Key points:

1.

Accelerate agility and digital transformation

Optimise your digital initiatives and adapt to market changes faster.

2.

Increase efficiency across all business processes

Simplify and automate processes – from account opening to credit approval.

3.

Automate account openings, credit approvals and compliance workflows

Reduce processing times, costs and error rates – while increasing compliance.

4.

Enable more intuitive and faster customer experiences

Offer customers modern, seamless digital interactions – secure and user-friendly.

5.

Achieve operational excellence – flexible, scalable and ready for use in record time

Thanks to the low-code approach, processes can be modelled, tested and go live in just a few days.

6.

Promoting seamless collaboration – for greater efficiency and effectiveness in day-to-day work

Everyone involved – specialist departments, IT and external partners – work together on a common platform.



1.1 Accelerating agility and digital transformation

In the financial sector, agility and digital transformation have become key factors for sustainable success. Banks, insurers and financial service providers are under constant pressure to adapt, driven by technological advances, changing customer preferences and ever new regulatory requirements. Regulatory requirements are not only strict, but are constantly changing, which requires ongoing system adjustments and makes processes more complex. At the same time, customers expect seamless access to financial services – digital self-service offerings via smartphone or the web are preferred over branch visits.

These challenges can only be overcome through the consistent digitalisation of core processes. Modernising outdated systems and automating manual processes may be costly, but it offers enormous benefits: greater efficiency, greater agility and an improved customer experience. Despite all the hurdles, digital transformation and compliance initiatives remain essential in order to be fit for the future in the dynamic financial environment. It is important to increase the agility of the organisation and accelerate digitalisation in order to be able to react flexibly to market and regulatory changes.



1.2 Low-code platform for agile process digitalisation

An effective answer for financial service providers is the use of a flexible low-code platform that connects IT and specialist departments. Digitalisation for Financial Services @ the 3DEXPERIENCE Platform embodies this approach: ITEROP by TOLERANT Software enables this transformation as a low-code BPM solution on the 3DEXPERIENCE Platform. ITEROP allows banks and insurers to automate manual processes, flexibly integrate regulatory requirements and minimise risks. Key features of this solution support accelerated digitalisation and greater agility:

- > **Low-code BPM:** BPMN modelling with low programming effort enables specialist departments to design workflows themselves, while IT takes care of governance and integration. This drastically shortens development cycles and new requirements can be implemented in a short space of time.
- > **Fast implementation:** Prefabricated modules and a seamless platform allow processes to be made productive in just a few days. Initial use cases can thus quickly deliver real added value.
- > **Flexible process design:** Processes can be changed at any time as required without interrupting operations. New regulatory requirements or changed customer requests can be immediately mapped in the workflow – long release cycles are no longer necessary.
- > **Integration of existing systems:** ITEROP integrates seamlessly into the existing IT landscape and connects data between all applications involved. Core banking systems and external services (e.g. credit agencies or identity checks) are integrated via interfaces so that information flows smoothly and silos disappear.
- > **Bridge between business and IT:** Business and IT departments work on a shared platform. Business experts configure processes independently, while IT ensures quality and security. This dissolves departmental silos and makes manual transitional solutions superfluous.

Practical examples from the banking sector

What does agile digitalisation look like in practice?

Three examples from the banking sector show the concrete added value:

- > **Automated account opening:** A new customer can apply for a bank account online and open it within minutes. A workflow engine automatically handles data capture, identity and KYC checks. This reduces the processing time from days to minutes – with full compliance and high data quality.
- > **Digital loan process:** A loan application goes through automated credit checks (e.g. via connected credit bureaus) and document checks, which speeds up processing enormously – one institution reduced processing time by 75 % after automating the approval process.
- > **Compliance:** Regulations such as money laundering or sanction checks can be mapped as automated workflows. Changes are implemented through rapid process adjustments. All processes are documented in an audit-proof manner and reports to supervisory authorities are available at any time.

For financial service providers, accelerating agility means adapting quickly to change – be it new regulatory requirements, market up-heavals or changing customer needs. Digitalisation with a platform such as 3DEXPERIENCE and the low-code BPM solution ITEROP from TOLERANT Software is an effective way to achieve this. Seamless automation and integration enable institutions to continuously improve and accelerate their processes. The result is an agile organisation that reliably meets regulatory requirements, brings innovations to market faster and offers its customers a modern digital service – a clear competitive advantage in today's financial world.

2. Increased efficiency across business processes

2.1 Consistent processes through integrated data quality

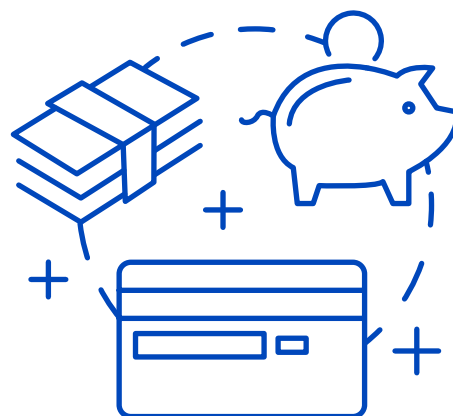
Financial institutions are often faced with the challenge of harmonising fragmented IT systems and manual work steps. This leads to frictional losses between departments, redundant data maintenance and media disruptions. The solution lies in an end-to-end digitalisation platform: the combination of a BPM solution such as ITEROP and the data quality tools from TOLERANT Software creates a uniform basis on which the front and back office work together seamlessly. In this way, processes are integrated end-to-end – from customer creation to data maintenance – and inefficiencies are consistently eliminated.

A key success factor for efficient business processes is high data quality right from the start. This is where ITEROP BPM and TOLERANT products come together. The integrated services automatically check entries for correctness as soon as they are entered in the front office. Take address verification, for example: TOLERANT Post (TL Post) validates an address as it is entered and automatically completes it if necessary. Typing errors or incorrect details are recognised and "Fast Completion" suggests valid addresses. The result is correct address data in real time that can be used in all systems without subsequent correction. At the same time, TL Post keeps the address databases up to date by carrying out regular comparisons and entering changes such as new post-codes or place names – eliminating the need for manual address maintenance.

Avoiding duplicates is another key to efficiency. Duplicate customers lead to duplicate work and inconsistent information. TOLERANT Match (TL Match) intervenes here as a "duplicate killer": As soon as new customer data is created, existing entries are searched for in an error-tolerant manner and potential duplicates are recognised. Thanks to powerful comparisons, even data records that differ only by spelling mistakes or different spellings are found. This prevents the same customer from being created twice – redundant work such as duplicate customer support or mailings sent multiple times is completely eliminated. A consolidated 360° view of the customer is made possible, which improves analyses and decisions.

Identity checks and name validation are also automated in the process. For example, TOLERANT Name (TL Name) ensures that names are entered correctly and have a standardised structure. The software breaks down names into salutation, title, first name and surname and checks their plausibility against reference lists of valid names. This avoids errors such as incorrect salutations ("Mr" instead of "Mrs") or missing titles. Such an automatic identity check ensures that customers are clearly identified and correctly addressed – an important factor both for personalised communication and for downstream checks (e.g. in KYC processes).

Bank connection validation is essential, especially in the financial sector, to avoid costly errors. Integrated into the digital process, TOLERANT Bank (TL Bank) immediately checks the validity of an entered IBAN or account number. If the IBAN is formally incorrect or does not exist, the employee or customer receives direct feedback. TL Bank automatically adds missing bank information (e.g. sort code, BIC) from current reference data and corrects input errors. In this way, incorrect transfers or returned direct debits are not caused in the first place – expensive rejections and manual reworking are eliminated. The payment processes run smoothly through all systems.



2.2 Master data maintenance without media disruptions

Increasing efficiency does not stop after the initial data collection. Continuous master data maintenance is crucial in order to keep data consistent throughout its life cycle. This is where the platform offers automated processes that avoid media disruptions. One example is the relocation check with TOLERANT Move (TL Move): When customers move or relocate, TL Move uses official relocation data to determine the new address and updates the data record automatically. This also prevents undeliverable mail due to unknown moved or deceased recipients in advance. In the past, such changes would have had to be made manually in separate systems – now this is done in the background. Front office employees and back office systems always access the same, up-to-date data. Media disruptions – such as switching from a digital application to paperbased enquiries – are avoided as all steps are digitally orchestrated.

This close integration of process automation and data quality tools creates end-to-end workflows. Every department – from sales to the specialist department to IT – works with reliable data on the shared 3DEXPERIENCE platform. Manual correction loops, duplicate data entry or breaks in information between the front and back office are a thing of the past.

The combination of ITEROP BPM and TOLERANT Software eliminates frictional losses across business processes. Address checking, duplicate checking, identity and IBAN validation and automatic master data maintenance ensure end-to-end processes without media disruptions. Financial institutions benefit from accelerated processes, lower error rates and consistent data management. Employees can concentrate on value-adding activities while routine checks run automatically in the background. Overall, efficiency and quality are increased – a decisive competitive advantage in the digitalised financial sector.



3. Automation of account openings, credit decisions and compliance processes

3.1 Digital account opening and KYC check

Recurring, rule-based processes such as opening new accounts, credit checks or compliance checks (KYC/AML) tie up a huge amount of resources in banks and insurance companies. They follow clear guidelines and therefore offer great potential for automation. With ITEROP, a low-code BPM platform, such processes can be digitalised and orchestrated end-to-end. The platform makes it possible to replace manual work steps with automated workflows, directly integrate regulatory requirements and minimise operational risks. The following section explains how typical processes – from account opening to sanctions list reconciliation – can be efficiently automated.

Opening an account with a bank is a highly standardised process that is ideal for automation. In a digital onboarding workflow, all steps from data entry to account activation are mapped. First, the customer or clerk enters the customer master data via an online form (front office). This is where the data quality check from topic 2 comes into play: address, name and ID data are validated in real time (e.g. address with TL Post, name check with TL Name) to prevent incorrect entries. The identity check (KYC) then starts automatically: Documents such as ID cards or passports are uploaded digitally and checked for authenticity using integrated services (OCR analysis, photo comparison). At the same time, a comparison is made against PEP and sanctions lists: the customer data is checked with TL PEP and TL Sanction against globally valid lists of politically exposed persons and embargo lists in an error-tolerant manner. Hits are clearly labelled by the system and escalated to the compliance department for review, while inconspicuous cases are automatically forwarded. This seamless integration of external checking mechanisms ensures that legal requirements (AMLA, EU AML directives) are fully complied with without slowing down the process.

After a successful compliance check, credit information is obtained, e.g. via a SCHUFA interface. ITEROP orchestrates this step, calls up the external credit-worthiness check via API and receives feedback on the scoring within seconds. Based on predefined rules (such as minimum income, scoring threshold), the system can now make a decision to open an account. Standard cases with a good credit rating and no anomalies are approved fully automatically – the account is opened, the account number and IBAN are generated and provided to the customer digitally with welcome documents. In more complex cases, for example if the customer does not fulfil certain criteria or there is a PEP hit, the process branches out: ITEROP forwards all information to a responsible clerk or compliance manager. This person can check the documents within the platform and manually approve the account via a digital approval process or initiate further steps. All documents (application forms, copies of ID cards, verification protocols) are available in a digital file, eliminating the need for physical paper circulation. The processing time for opening an account is thus reduced from several days to a few hours or minutes, as waiting times and media disruptions are eliminated.



3.2 Automated credit decision and workflow control

Automation also plays to its strengths when it comes to credit decisions. As soon as a customer submits a credit or loan application, this triggers a predefined BPM workflow. The application already contains structured data (income, desired loan amount, collateral, etc.), which is obtained via online forms or interfaces from connected systems. ITEROP can be linked to internal scoring systems and external credit agencies (such as SCHUFA, Creditreform) in order to carry out a credit check immediately. Rules (business decision trees) are stored in the process: For example, it can be specified up to which loan amount an automatic approval may be made, provided the SCHUFA score is above a certain value and there are no negative features. If this is the case, the system makes a rule-based decision in favour of credit approval and automatically triggers the next steps – contract creation, digital signature and preparation for disbursement – without any manual intervention. If the application does not fully fulfil the predefined

criteria (such as a score that is slightly too low or missing documents), the process automatically generates a task for a loan officer to review. All relevant information is clearly displayed in the BPM portal and the loan officer can, for example, request additional collateral or grant an exemption. Internal approval processes such as the four eyes principle are also implemented digitally: if the loan officer makes a positive decision, a second approval can be automatically requested from a senior manager before the process continues, for example. This workflow control ensures that all necessary review steps are adhered to, while routine decisions are fully automated. This speeds up the lending process enormously and reduces the risk of human error in standard cases.

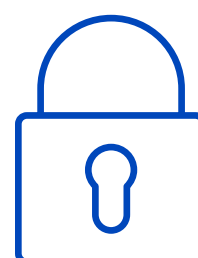
3.3 Integrated compliance processes and digital document processing

Modern BPM solutions make it possible to firmly integrate compliance processes into the process chain. Know-your-customer (KYC) and anti-money laundering (AML) processes no longer run as separate silos, but as integrated subprocesses. For example, ITEROP can be used for periodic compliance checks of existing customers: A process is automatically triggered at predefined intervals (e.g. annually or on an event-driven basis) that checks customer data against the current sanction and PEP lists (batch screening with TL Sanction/TL PEP). Hits are forwarded to compliance staff for evaluation, including all necessary information and a log history of previous checks. By fully digitalising these processes, institutions always have an overview of which customers have been checked and what next steps may be required.

In addition, digital document processing can be integrated in order to automatically read and process incoming invoices or contract documents, for example. In a compliance context, this could mean that customer documents (such as salary statements for loan applications or proof of origin of funds) are read using OCR technology and the extracted data is used directly in the process. This eliminates the need

for manual data transfers from PDFs or scans. The process can also carry out automatic risk categorisation: For example, categorise a new customer as low risk or high risk based on stored rules, which then determines the scope of the further AML check. All of this takes place in an integrated environment without media discontinuity.

Traceability and documentation are also important: every automated decision, every check result and every manual approval is logged in the BPM system. In the event of an audit by supervisory authorities, it can thus be fully proven that all compliance requirements (e.g. checks against PEP/sanctions lists, creditworthiness checks) have been met – a significant gain in compliance security.



Advantages of automated processes

The automation of account openings, credit decisions and compliance processes brings measurable benefits for banks, insurance companies and financial service providers:

- > **Shorter processing times:** Many processes that used to take days or weeks are completed in minutes or real time. Customers receive a decision or service more quickly, which increases customer satisfaction. Internally, significantly more processes can be processed in the same amount of time.
- > **Error avoidance:** Automatic checks and standardised workflows reduce human input errors and black box decisions. All data is recorded and processed consistently, drastically reducing error rates. Routine decisions are made objectively according to fixed rules, without fatigue or interpretation errors.
- > **Compliance security:** Thanks to the seamless integration of KYC/AML checks (PEP lists, sanctions lists, etc.) and internal guidelines, the system ensures that every account opening and every loan complies with regulatory requirements. Nothing is forgotten – every process step is documented in an auditable manner. This protects against compliance violations and the resulting penalties.

- > **Cost savings:** Less manual processing means lower process costs. Employees can be deployed more productively, e.g. for dealing with exceptional cases or providing advice instead of carrying out routine checks. Automation is also scalable: a higher volume of applications can be handled without requiring proportionally more staff.
- > **Optimised resources and transparency:** clear process control means that everyone involved knows when and where human intervention is required. Responsibilities are defined in the workflow and everyone can see the status of a process at a glance. This improves cross-departmental collaboration and makes bottle necks visible at an early stage.

With ITEROP as a process engine and the integrated data and compliance services, financial institutions can almost completely automate repetitive, rule-based processes. Account openings, credit processes and compliance checks are processed faster, more securely and more cost-efficiently. The digitalisation of these core processes leads to a higher quality of service for customers and a considerable reduction in the workload of specialist staff. Overall, this strengthens competitiveness – institutions gain agility, fulfil regulatory requirements with ease and save time and money in the process. The successful use of BPM in these areas shows how technology and specialist expertise can work together to drive innovation and efficiency in financial IT in equal measure.



4. Enable faster, more intuitive customer experiences

4.1 Why the customer experience is critical to success in the financial sector

In the age of digital services, an outstanding customer experience has become a decisive success factor for banks and insurance companies. Customers now compare their bank with the seamless digital offerings of tech platforms – convenience, speed and personalised services are expected. Studies show that 91% of customers consider digital offerings to be a decisive factor when choosing a bank and 76% would be willing to switch banks for better digital services. An excellent customer experience is therefore no longer a "nice-to-have", but essential in order to remain competitive. Financial organisations that do not consistently focus their services on customer satisfaction risk losing customers to more agile FinTechs and neobanks. In short: customer experience is critical to success today – those who lead the way in this area will grow faster than the competition.

What's more, manual processing steps are prone to errors. Media disruptions and manual transfer of data easily lead to input errors or missing information, which further delays processes and, in the worst case, leads to compliance problems. Processes are also often organised in silos – separate IT systems in different departments make a cross-departmental view difficult. Customers experience this in the form of repeated requests for the same data and a lack of information about the status of their enquiry. The challenge of traditional processes therefore lies in long processing times, high error rates, a lack of transparency and compliance risks. These hurdles undermine the customer experience and make it clear that new ways are needed to become faster and more customer-friendly.

Challenges in classic processes

Traditional internal bank processes often reach their limits in this new reality. Many processes are manual, slow and lack transparency for customers. For example, the onboarding or account opening phase at some banks still takes over three weeks on average. Loans are similarly lengthy, often taking over a month from application to disbursement – on average around 52 days. Such waiting times seem antiquated in times of "real-time" services and lead to frustration.

4.2 Role of ITEROP and the 3DEXPERIENCE platform for intuitive, frictionless digital touchpoints

How can financial service providers overcome these challenges and create faster, more intuitive customer experiences? This is where modern platform solutions such as the 3DEXPERIENCE platform from Dassault Systèmes and the low-code BPM module ITEROP from TOLERANT Software come into play. Thanks to the cooperation between TOLERANT and Dassault Systèmes since 2025, these combined technologies are available to banks and insurers – a combination that opens up completely new possibilities for regulated industries.

The 3DEXPERIENCE platform acts as a company-wide digital foundation. It connects previously fragmented IT landscapes into a standardised, consistent database across all business areas. All teams – from compliance to risk management and IT to customer service – access the same up-to-date, consistent data, which enables seamless cross-divisional collaboration. Processes can be integrated end-to-end and controlled centrally. The result: decisions can be made more quickly and on a more sound basis, transparency increases and inefficient media disruptions are eliminated.

ITEROP as a low-code BPM solution ideally complements this platform. The cloud-based module makes it possible to automate and digitally map business processes without a great deal of programming effort. Manual steps – whether in account opening, credit checks or processing – are replaced by automated workflows. Regulatory requirements can be flexibly integrated so that compliance requirements (e.g. KYC/AML checks) are automatically and seamlessly fulfilled. Low-code also

means that processes can be adapted quickly if necessary, for example if market conditions or regulations change. Financial institutions can therefore quickly optimise processes and create new digital touchpoints without having to initiate months-long IT projects. In short, the combination of the 3DEXPERIENCE platform and ITEROP provides the infrastructure to deliver intuitive, seamless digital customer experiences – fast, integrated and audit-proof. Modern low-code automation allows banks to continuously improve processes on their own, bringing efficiency gains while ensuring compliance with all regulations.

4.3 Concrete application examples for optimised customer experiences

So how does this approach work in practice? A few examples from the banking sector show how digital workflows lead to tangible improvements:

- > **Opening an account in minutes:** In the past, new customers had to fill out forms, submit documents and often wait days to open an account. With end-to-end digital account opening, this process can be reduced to minutes instead of days. A low-code workflow collects all the required data online, automatically carries out identity checks (e.g. video ID or eID) and credit checks, and opens the account immediately if the check is positive. The processing time is reduced dramatically, which not only saves internal resources, but also increases the conversion rate – because as soon as the process takes longer than 10 minutes, up to 40% of applicants drop out. Thanks to automation, customers receive direct feedback and can use their new account almost immediately.
- > **Customer enquiries and service cases:** Digitised case management ensures faster responses in customer service. Enquiries received via app, web form or branch are automatically forwarded to the responsible employees or teams. Deadlines and service level agreements are monitored by the system. If an enquiry remains unprocessed for too long, it is automatically escalated to superiors. At the same time, real-time dashboards provide an overview of all open processes and their status. This means that customers know where they stand at all times – they receive prompt updates instead of having to make follow-up phone calls themselves. For example, customers can receive a status notification as soon as their issue has been resolved or further information is required. The result: significantly shorter response times, fewer processes "get lost" and customer satisfaction increases noticeably thanks to proactive communication.
- > **Lending and application review:** A digital workflow also significantly improves the customer experience for loan applications. Traditionally, customers had to submit a paper application and often wait weeks for a credit decision, while various departments (credit processing, risk assessment, compliance) were involved one after the other in the background. With a solution like ITEROP, a credit process can be parallelised and automated: The customer submits the application online, uploads required documents and the system checks background data in seconds – from Schufa information and proof of income to fraud-relevant lists. Business rules automatically decide whether the loan can be approved immediately (for standard cases) or is sent to a clerk for manual checking. They receive all the information already prepared in the system and can approve it with a single click. Digital approval processes (including electronic signatures) eliminate the need for physical signature processes. The entire process is reduced from days to hours or even minutes. In addition, every step in the workflow is fully documented, which fulfils compliance requirements. For the customer, this means a much faster credit decision and disbursement, often on the same day – an enormous plus in service quality.

These examples illustrate how automated digital workflows in different areas lead to faster, more convenient and more reliable customer experiences. From the first interaction (e.g. opening an account) to ongoing service contacts and important life events such as taking out a loan – the bank can act quickly, transparently and in a customer-centred manner at every touchpoint.

4.4 Advantages for the bank, employees and end customers

The optimisation of processes with the help of 3DEXPERIENCE and ITEROP brings a triad of benefits – for the institute itself, for the employees and, of course, for the customers:

- > **Advantages for the bank:** Faster processes mean greater efficiency. Applications that used to take hours or days are completed in minutes, allowing more transactions to be processed per day. This reduces costs per process and increases overall productivity. At the same time, the error rate is drastically reduced as automated workflows are less prone to input errors or forgetfulness. Compliance requirements are automatically adhered to (e.g. incomplete documentation is a thing of the past), which minimises the risk of fines. The bank also gains strategic agility: new products or changed processes can be introduced much faster – one leading institution, for example, reduced its "time-to-market" for new offerings from months to just a few days. Overall, consistent digital customer centricity also strengthens competitiveness: satisfied customers remain more loyal and recommend the bank to others, which is reflected in growth. Studies indicate that institutions with an above-average customer experience grow significantly faster than their competitors.
- > **Advantages for employees:** Employees also notice the simplifications. Routine tasks that used to take up a lot of time – such as entering data twice or manually comparing lists – are largely eliminated. Employees can concentrate on value-adding activities, such as consulting and customer support, instead of administrative tasks. This not only increases job satisfaction, but also service quality. Thanks to clearly defined digital workflows, every employee knows which steps are due next and who is responsible for what. Cross-departmental collaboration is improved as everyone works on the same platform and information no longer gets lost in email inboxes or Excel lists. Finally, cloud-based solutions also enable more flexible working models – such as working on customer enquiries from home – without media disruptions. Overall, the result is a modern, attractive workplace that retains employees and enables them to provide customers with the best possible service.
- > **Advantages for customers:** The changes are most noticeable for the end customer. Customers experience faster response times and uncomplicated processes. They can carry out banking transactions intuitively via digital channels when and where they want – whether it's opening an account via smartphone or applying for a loan from their living room. Long waiting times are replaced by real-time decisions, which often exceeds customer expectations. Customers also benefit from greater transparency: instead of being left in the dark, they receive proactive updates on the status of their requests (e.g. "Your account has been opened" or "Your loan has been approved"). Fewer errors in the process also reduce the likelihood of the customer having to rework for corrections. The bottom line is that these improvements lead to significantly higher satisfaction. A positive experience at every touchpoint increases loyalty – the customer remains loyal to the bank and ideally bundles more business there. In an industry where products are often interchangeable, the customer experience itself becomes a differentiator.

4.5 Outlook: Competitiveness through digital customer centricity

The changes described above mark just the beginning of a comprehensive digital transformation in the financial sector. Customer centricity with the help of modern technologies is not a one-off project, but an ongoing process. Those who continuously adapt to the increasing demands of their customers will remain competitive. Platforms such as 3DEXPERIENCE in combination with low-code solutions such as ITEROP enable financial service providers to implement future requirements in an agile manner – be it new regulatory requirements, innovative product ideas or the changing habits of the next generation of customers.

The outlook is clear: institutions that invest in faster and more intuitive customer experiences today will secure their lead tomorrow. They will be supported by more efficient processes, committed employees and loyal customers in equal measure. At a time when FinTechs and BigTechs are getting involved in the financial market, traditional banks and insurers can play to their strengths – trust, reach and experience – and combine them with excellent service through consistent digital customer centricity. In this way, the customer experience becomes a sustainable basis for competition.

In conclusion, it can be said: Enabling faster, more intuitive customer experiences is more than just using technology – it is a strategic reorientation towards the customer. With the right platform and smart workflow solutions, this change can be achieved. The result is satisfied customers, more efficient processes and a stronger competitive position – today and in the future.



5. Operational excellence – flexible, scalable and ready for use in record time

In banks, insurance companies and financial services organisations, daily processes are under high pressure to be efficient and compliant. Processes such as opening accounts, granting loans or complying with regulatory requirements must be error-free, efficient and compliant – and ideally flexible, scalable and ready for use in record time. In this key point, I will show you how the business process management solution ITEROP (on the 3DEXPERIENCE platform) in combination with the TOLERANT Suite – a collection of specialised software tools for data quality and compliance – enables precisely this operational excellence.

Fast implementation thanks to low-code: The BPM solution ITEROP is a low-code tool that can be used to digitally map and automate business processes very quickly. The special thing about it is the minimal programming effort required: specialist departments can largely model processes themselves, without months of IT projects. In fact, on average, only around five days are required to implement an initial process with ITEROP and go live – a speed that is unrivalled in the industry. This allows institutions to react extremely quickly to new requirements. A new compliance guideline or changed internal processes can be implemented as a digital workflow in just a few days. Adjustments can even be made during ongoing operations without interrupting the service – a huge advantage when it comes to remaining agile in the dynamic regulatory environment of the financial world. With ITEROP you can therefore "innovate without launching major projects", as one user aptly put it, and optimise processes at any time if necessary.

Flexibility and scalability: In addition to speed, this solution offers a high degree of flexibility to adapt to changing conditions. The processes are modelled graphically in BPMN 2.0 and can be easily adapted if business rules or organisational structures change. New steps – such as additional checks for money laundering or changed approval thresholds for loans – can be added via configuration instead of complex programming. Scalability is also guaranteed: ITEROP runs on the powerful 3DEXPERIENCE platform and is available both in the cloud and on-premise. The architecture is designed to keep pace with growing

data and transaction volumes. The TOLERANT tools are also characterised by their performance in large databases – TL Match, for example, identifies customers quickly and error-tolerantly even in millions of data records and automatically merges duplicates. This allows the solution to grow with your requirements without any loss of performance. So whether you want to automate 100 or 100,000 processes a day – the platform scales accordingly and remains stable.

Seamless integration into the existing IT landscape:

Another key to operational excellence is data consistency. ITEROP can be seamlessly integrated into your existing core banking systems, CRM and ERP applications. Processes can exchange data with external systems via standard interfaces such as REST and SOAP APIs without media disruptions. The BPM platform automatically links information between all teams, tools and processes involved. For example, customer data captured in a digital onboarding process flows directly into the core banking and compliance systems – eliminating the need for manual double entry. ITEROP integrates existing services such as credit checks or data from legacy systems via web services and orchestrates them in the process flow. This integration capability ensures data consistency across all steps (keyword: data continuity) and significantly reduces sources of error. When a customer opens an account online, for example, their data is entered once and used across all systems from then on – from checking and authorisation to account creation – completely digitally and traceably.

Quality, compliance and control: The combination of BPM and TOLERANT Suite not only brings speed, but also ensures the highest process quality and compliance. Each process step can be provided with automated checks. Incoming data is checked for correctness as soon as it is entered: TL Name ensures the correct spelling of names, TL Post validates addresses in real time. This means that only clean, standardised data enters your systems, which avoids problems later on. The TL PEP and TL Sanction compliance modules reliably monitor regulatory requirements in the background: All new and existing customers are automatically and error-tolerantly checked against sanction and PEP lists. If, for example, a politically exposed person (PEP) is recognised or a potential business partner is found on a sanctions list,

the system sounds the alarm even before a transaction is concluded. These checks run unnoticed by the user in the background "at the touch of a button", so that compliance guidelines are fulfilled practically in real time. Error rates are drastically reduced as the TOLERANT tools continuously and automatically check all processes. This ensures that all transactions are carried out legally at all times and that all data complies with regulations (e.g. GDPR). At the same time, the BPM solution gives you full control over your processes: Dashboards and monitoring functions allow you to track every process instance, identify bottlenecks and provide evidence of compliance. Audit trails record who authorised what and when – indispensable for audits and internal auditing.

Practical examples from the financial sector: What does this look like in practice? Imagine opening an account at a bank. Instead of paper forms and manual input into various systems, everything runs via a digital workflow: the clerk (or the customer themselves via self-service) enters the data, which is immediately validated thanks to TOLERANT (address and name correct, duplicate matching against existing customers). A comparison with PEP and sanctions lists takes place automatically in the background, and the quality checks ensure that no typing errors in names or addresses are forwarded, for example. The process also automatically obtains the required information via interfaces – such as SCHUFA information for the credit check. If all conditions are met, the system forwards the account opening to an employee for approval, who receives a clear task notification. After approval, the BPM system creates the account in the core banking system and sends a welcome message. Everything is done in just a few minutes, fully documented and compliant – a massive gain in speed and security compared to the traditional, manual process. Lending benefits in a similar way: all steps can be standardised, from the application to the document check to the decision. No application is lost, every intermediate step is transparent. In the event of anomalies (e.g. a customer is suddenly on a sanctions list), a compliance workflow automatically takes effect. Manual reworking or errors due to media disruptions are a thing of the past, which is directly reflected in higher customer satisfaction and lower operational risk.

The advantage is also evident in inventory data maintenance: with the help of TL Move, address changes are automatically recognised and updated, TL Match cleans up duplicates and TL Post keeps addresses up to date. Combined with a BPM-controlled change process, all affected systems can be updated automatically, for example, in the event of a move – from the customer master database to the mailing system. This not only drastically reduces manual effort, but also ensures consistent data throughout all departments. Employees can concentrate on value-adding tasks while routine checks and updates are automated. Manual cleansing of large amounts of data, on the other hand, would take an enormous amount of time and lead to errors; automation saves you working time and almost completely eliminates sources of error.

For banks, insurers and financial service providers, operational excellence primarily means being able to react faster and better to customer needs and regulatory requirements. The presented solution combination of the low-code BPM platform ITEROP and the TOLERANT Suite provides a powerful set of tools for this. It enables record-breaking fast digitalisation of processes that can be flexibly adapted, highly scalable and seamlessly integrated. At the same time, compliance requirements are automatically met, process quality is increased and error rates are minimised. Concrete applications – from account opening and loan processing to continuous data and compliance maintenance – show that standardised, software-supported processes are far superior to manual process islands. Through automation and networking, institutions not only save time and costs, but also gain the certainty that every process step is compliant and efficient. This transforms operational excellence from an abstract concept into a living reality – flexible, scalable and ready for use in record time to shape the future of financial services processes.

6. Promote seamless collaboration to increase the daily efficiency and effectiveness of workflows

6.1 Digital processes without media disruptions

Financial service providers such as banks and insurance companies are faced with the challenge of efficiently organising complex processes end-to-end.

Departments are often isolated by different IT systems (silos), which makes coordination difficult, or there are media disruptions – i.e. changes of medium or channel within a process chain. Manual intermediate steps cost time and are prone to errors: unclear responsibilities and missing interfaces lead to delays and tasks being left undone. Business process management (BPM) and digital process networking provide a remedy here by bringing departments, IT systems and even external partners together on a common platform. Modern BPM solutions such as ITEROP from TOLERANT Software offer a powerful low-code platform with which financial companies can automate manual processes, flexibly integrate regulatory requirements and minimise risks. In combination with complementary TOLERANT products – such as TL Post (for address validation), TL PEP (reconciliation of PEP/sanctions lists) or TL MPM (consent management) – cross-divisional workflows can be created that seamlessly embed data quality and compliance. As a result, daily workflows become noticeably more efficient and effective.

Digital processes without media disruptions

A process without media discontinuity means that once data has been captured digitally, it can be processed continuously without the need to change the medium (e.g. to paper) or platform. In practice, this avoids duplicate data entry, manual transfers and loss of information. As a central workflow engine, ITEROP orchestrates all steps digitally: for example, when opening an account, a customer application can be recorded online and automatically routed through all stations – from identity and address verification (via TL Post and connected ID systems) to the compliance

check (TL PEP compares the name against PEP lists) and account creation in the core banking system. Each of these steps is carried out electronically and integrated so that no media changes (such as printouts or emails with attachments) are necessary. A leading bank was able to drastically reduce the processing time for account openings through BPM – from several days to minutes. This shows how end-to-end digital workflows not only eliminate media disruptions, but also massively reduce process throughput times and costs.

Document processes also benefit: Instead of printing out documents, sending them by internal mail and scanning them again, contracts or customer enquiries are forwarded electronically in a workflow for approval. Everyone involved accesses the same digital file so that information remains consistent. Media disruptions – whether between different software tools or between digital and analogue – are avoided, which minimises errors and increases traceability. Thanks to an end-to-end BPM platform, information flows transparently from step to step without employees in different departments having to manually follow up or add data. TOLERANT's solutions contribute to this because correct data (e.g. verified addresses by TL Post) is available everywhere in a standardised manner instead of being recorded multiple times and in different ways.

6.2 Intelligent distribution of tasks and clear responsibilities

Automated task management is a core function of BPM systems. Software-supported workflows forward processes to the right people or teams based on rules and update the process status in real time. This facilitates cross-departmental collaboration and makes communication more transparent. Each task is assigned to a responsible person, with clearly defined deadlines and escalation rules. Nothing is left undone as the system monitors that all steps are completed – duplication of work is avoided and responsibilities are visible to everyone involved. This intelligent routing significantly increases process quality: errors such as overlooking a necessary approval or assigning a task to the wrong person are virtually eliminated.

A compliance process in the financial sector illustrates this:

If, for example, an anomaly is recognised in a transaction, the BPM system automatically generates a task for the compliance department. The responsible employee receives all relevant information (customer data, transaction details, check results from TL PEP/ Sanction, etc.) in her dashboard. The system ensures that the right auditor is involved at the right time and that the process is followed through to completion. As a case study shows, a BPM-supported claims or incident process ensures that the right service provider or department is always assigned and that the workflow runs smoothly. Role-based assignments of this kind ensure that responsibilities are clearly defined from the outset – everyone knows what they have to do and by when. In the event of bottlenecks or delays, it is immediately clear where action needs to be taken, as the platform provides complete transparency of all open and completed tasks.

Transparent dissemination of information and involvement of external partners

One major advantage of digitally networked processes is transparency: everyone involved in the process – from back office employees to branch managers – can view the progress of a process as far as their role allows. Important information is no longer passed on in isolation by email or telephone, but shared within the workflow platform. This creates a single source of truth in which current customer data, documents and decisions can be accessed centrally. For example, the customer advisor can immediately view the status of an account opening and give the customer feedback without having to consult several departments. At the same time, the system documents every step, which strengthens internal governance and auditability.

BPM also enables external parties to be integrated into the processes. Customers, intermediaries or partner companies can be integrated directly into the digital process. For example, customers can use a web portal to upload missing documents for a loan application, which are then automatically assigned to the correct process. Or an insurance broker receives tasks in a policy creation process via secure access in order to check or approve details. Frictional losses typically occur at the critical transfer points between companies and external partners – such as rework or queries that cost time. A central workflow platform such as ITEROP minimises these breakpoints by seamlessly integrating external users: They are given defined access rights and interfaces to participate in the process without jeopardising security. The result is faster processing times and greater customer satisfaction, as waiting times and communication loops are reduced. Ultimately, such networked collaboration allows a financial institution to react more flexibly to market changes or customer needs because all players – internal and external – work together efficiently.



6.3 Accelerated coordination and efficient compliance on a centralised platform

A centralised workflow platform acts as a digital hub for all processes. In banks and insurance companies, which are highly regulated, such a system speeds up internal coordination considerably: approvals that used to be obtained by paper circulation or in meetings are now carried out in electronic workflows with clear responsibilities and automatic notifications. As a result, decisions can be made in hours instead of days. All teams – from IT to risk management to customer service – work on a common platform with reliable, up-to-date data, which increases efficiency and competitiveness. Specialist departments can work together on processes, use comment fields or chat functions in the process screen and access the required information in parallel. This real-time collaboration replaces cumbersome coordination e-mails and ensures that everyone is always on the same page.

At the same time, a BPM solution supports compliance with regulatory requirements. Regulations such as money laundering prevention, data protection or documentation requirements can be stored directly in the process. When modelling the workflows, it is defined which checks and approvals are required – the

system enforces these steps and documents them in an audit-proof manner. For example, when an account is opened, it cannot be finalised without a complete KYC form and a check against sanctions lists (TL Sanction/ PEP); the BPM system only allows the process to continue once all compliance tasks have been completed and logged. This closes manual gaps and minimises compliance risks. The central platform also acts as an audit trail: every action, every decision and every data change is historicised, which greatly simplifies audits by internal audit or supervisory authorities. All in all, financial service providers can fulfil and verify regulatory requirements more efficiently with such a solution because the processes run in accordance with the rules.

Linked systems. Clear processes. Efficient collaboration.



6.4 Key technological functions: API integration, low-code, roles & KPIs

To enable seamless collaboration and efficient workflows, platforms such as ITEROP by TOLERANT offer important technical features:

- > **REST API integration:** The BPM platform can be connected to core banking systems, CRM, DMS and other applications via standardised interfaces. This enables automatic data exchange in real time – for example, retrieving customer data from the database or creating a new data record in the core system without manual intervention. APIs significantly increase connectivity between otherwise isolated systems and avoid duplicate data entry.
- > **Real-time collaboration:** All process participants work with the same up-to-date data. Changes and status updates are immediately visible to everyone. In addition, functions such as shared workspaces, comments or notifications allow teams to work on a process in parallel and across different locations without delays caused by media disruptions.
- > **Role-based user guidance:** Each user sees exactly the tasks, information and input screens in the workflow interface that are relevant to their role. Access rights can be finely granulated and controlled so that external partners or different departments only see what they are authorised to see. This role-based UI guides employees through the process and ensures that they carry out their steps in the correct order and in full.
- > **No/low-code customisation:** As a low-code BPM, ITEROP allows processes to be modelled and adapted largely without programming effort. Business analysts can change business rules or create new processes using drag-and-drop, which increases agility. This allows financial organisations to react quickly to changes in compliance requirements or new product offerings, for example, without having to spend months on IT projects. Process design updates become productive in a short space of time, which directly benefits time-to-market.

- > **KPI-based control:** Integrated dashboards and reporting functions provide real-time key figures on process performance (throughput times, number of processes, bottlenecks, etc.). BPM software enables data-driven decisions, as managers can immediately recognise and rectify bottlenecks or deviations. For example, a dashboard shows all open processes in onboarding with their processing status – so resources can be reallocated if necessary. KPIs make success measurable and create transparency about the effectiveness of collaboration and compliance with service levels.

Networked collaboration as a driver of efficiency

In the financial sector, the operational excellence of processes is increasingly determining competitive advantages. Seamless collaboration – both internally and with external partners – is a key lever for harmonising speed, quality and compliance. The combination of a central BPM platform such as ITEROP and specialised TOLERANT tools for data quality and compliance ensures end-to-end digital processes in which media disruptions are eliminated, tasks are optimally distributed, information is passed on transparently and responsibilities are clear. This not only makes processes faster, but also more error-proof and adaptable. Decision-makers would do well to invest in such networked workflow solutions: The examples from account opening to customer service show that daily work processes can be made dramatically more efficient with BPM – from shortening processing times to improving service quality and compliance. Networked collaboration is not an end in itself, but the key to operating more successfully in the long term in a regulated, customer-orientated business environment. The technological means for this are available – they need to be used in a targeted manner to raise the effectiveness and efficiency of the organisation to a new level.

List of TOLERANT Software products

TOLERANT Software GmbH offers a range of sophisticated tools designed to support companies in various aspects of data management. These products enable improved data quality, compliance with regulatory requirements and more efficient business processes. The following is an overview of TOLERANT's core products and their specific functions.

1. **TOLERANT Match**

Function: This tool is used to identify and merge duplicates within databases. It enables efficient and precise data cleansing, which forms the basis for reliable analyses and business decisions.

2. **TOLERANT Post**

Function: TOLERANT Post ensures the correctness and completeness of address data. It supports the standardization and cleansing of address information, which not only optimizes customer communication but also improves the deliverability of postal items.

3. **TOLERANT Bank**

Function: TOLERANT Bank checks bank data such as account number and sort code and corrects them if necessary. BIC and IBAN are determined automatically.

4. **TOLERANT MPM (Marketing Permission Management)**

Function: TOLERANT MPM manages the consents and authorizations for marketing activities and ensures that all customer communications comply with legal requirements and customer wishes.

5. **TOLERANT PEP**

Function: A specialized tool for identifying politically exposed persons (PEPs) in customer and business partner data. It helps companies to meet compliance requirements such as anti-money laundering (AML) guidelines.

6. **TOLERANT Name**

Function: TOLERANT Name structures name components and generates correct letter salutations so that customers are always addressed correctly.

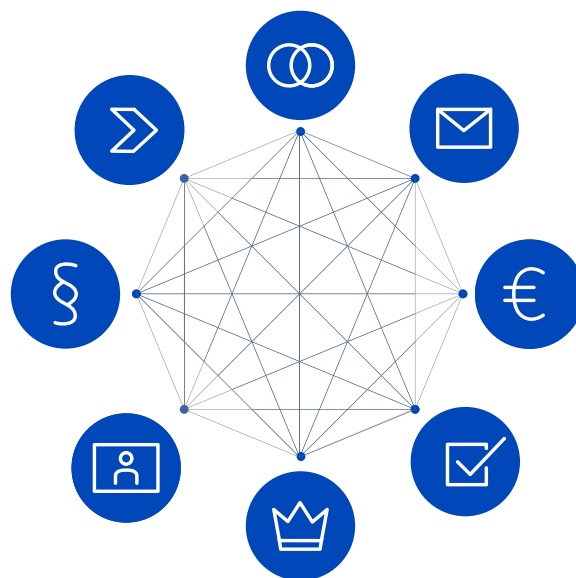
7. **TOLERANT Sanction**

Function: This tool checks individuals and companies against national and international sanctions lists. It is crucial for compliance and prevents business relationships with sanctioned entities.

8. **TOLERANT Move**

Function: TOLERANT Move determines relocation data of unknown recipients and recognizes deceased persons in the address list.

This product range from TOLERANT covers a broad spectrum of functions, from data cleansing and compliance monitoring to customer authorization management, providing comprehensive support for data management in modern companies.



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