

Garanti BBVA selects IBM AI-Powered Automation Software to Digitally Transform its Operations



IBM Cloud Pak for Business Automation to help the banking institution to modernize its business applications and processes

Istanbul, Turkey, October 19, 2021 – IBM (NYSE: IBM) and Garanti BBVA, one of the largest private banks in Turkey, announced their collaboration to develop a hybrid cloud strategy to modernize the bank's business processes and accelerate its digital transformation journey. Garanti will

adopt IBM Cloud Pak for Business Automation to become more efficient and provide end-to-end digital channels for their customers.

The current pandemic has highlighted the need for financial institutions to accelerate their digital transformations and stay ahead of potential future disruptions through adopting the latest technologies, including AI and automation, to adjust their business models for both front-facing and back office operations.

As part of their strategy to modernize their infrastructure, Garanti BBVA needed to optimize their data by automating their business processes, reducing paperwork and costs, and increasing their customers' satisfaction through new digital channels.

Through collaborating with IBM, Garanti implemented IBM FileNet Content Manager, a flexible, full-featured content management solution that provides the foundation for IBM Cloud Pak® for Business Automation to infuse AI into their business processes to deliver insights from unstructured content, and create business applications on any cloud.

Since adopting IBM FileNet, Garanti BBVA uses .NET APIs, provided by IBM, and creates a modular structure with the new generation JavaScript. With biometric signatures and new ID card chips, it's easier for the bank to create a paperless branch. After integrating IBM FileNet, Garanti BBVA's performance increases were observed in OpenShift and cloud environments in areas such as security, automation, and scalability. Garanti BBVA's first gains in live environment with FileNet has improved customer satisfaction by providing the opportunity to upload documents through digital channels.

With the integration of IBM FileNet, Garanti BBVA, also has a Cloud Pak for Business Automation license and will be able to shift their other products to meet their needs for digital transformation. Accordingly, with the adoption of the solution on Garanti BBVA's infrastructure, the existing architecture will grow dynamically, and digital transformation adaptation will be facilitated much faster for possible future changes in regulations.

“We’re happy to work with Garanti to modernize their operations through open, hybrid cloud technologies that enable them to build more resilient businesses and provide agile services to their clients “ said Volkan Sözmen Country GM, IBM Turkey “The aim of the project is to comply with regulations and provide a two-way communication channel for Garanti BBVA customer through leveraging IBM technologies that are built on OpenShift environment now active in Turkey for the first time and aims to provide great benefits for companies that use it, ranging from biometric signatures and automated systems to eliminate paper use in order to help them achieve their business objectives”

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