

## Team!Bank

### TeamBank AG

Nuremberg, Germany

[www.teambank.de](http://www.teambank.de)

### Industry

Bank

### Customers 2008

443.000

### Employees 2008

1.094

*“To monitor critical process steps within our easyCredit application in real-time, we decided to use a tailored CEP solution from RTM, as it combines flexibility and extensibility with a short time-to-market interval!”*

Jens Pirnay,  
CIO,  
TeamBank AG

### RTM Realtime Monitoring GmbH

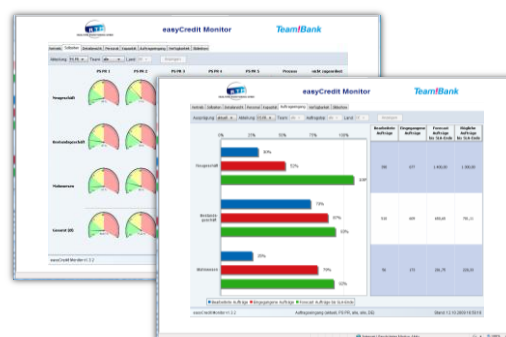
Software Center 1  
D-35037 Marburg, Germany  
Tel.: +49 (0)6421 304800-0  
Fax: +49 (0)6421 304800-19  
[info@realtime-monitoring.com](mailto:info@realtime-monitoring.com)  
[www.realtime-monitoring.com](http://www.realtime-monitoring.com)

## TeamBank AG uses RTM solution for real-time monitoring of business processes!

TeamBank AG, a 100% subsidiary of DZ-Bank-Group, was the first German Bank which industrialized the loan system and launched a loan factory with the “easyCredit” product. With this product TeamBank is among the most successful consumer banks and leader in the field of online loans in Germany. A key point for this success relies on the web-based, fully automated business processes for loan applications.

### The Challenge

- Increased transparency of easyCredit business processes due to continuous monitoring and reporting of key performance indicators
- Development of an IT solution for real-time monitoring of easyCredit process data, which is scalable and easy to integrate into existing IT landscape



### The Solution

- Cost-efficient implementation of a *complex event processing* solution based on well-established standard software of RTM Realtime Monitoring
- Flexible Integration and continuous delivery of process data from heterogeneous data sources
- Intelligent live analysis and forecasts using historic and current process data:
  - Up-to-date information on the state of loan application processing (e.g. on meeting target times);
  - Continuous reporting of vital production indicators (e.g. degree of efficiency);
  - Dynamic monitoring of allocated and available human resources (e.g. current availability of employee capacities);
  - Forecasting of incoming orders and staff requirements
- Role-specific presentation of analysis results and forecasts for departments and IT

