



# Process automation for third-party products

# Camunda Process Automation for third-party products

- > PostFinance was looking for a solution to satisfy new customer needs in order to offer services such as mortgages, loans and insurance services. The institution has a special role among Swiss financial service providers because while it has a regular banking license it is not permitted to conduct the aforementioned business areas itself. Therefore, partnerships with third party providers have been established. PostFinance, together with adesso, has automated its business processes to a large extent by means of the workflow management system Camunda.

## BENEFITS FOR THE CLIENT

> As a result of the digital brokerage platform, PostFinance's offering has branched out to include loans, mortgages and insurance services, and meets changing needs with an expanded product portfolio. Personal loans, mortgages and a constantly growing range of insurance services can be concluded via a fully digital user interface. The focus is always on the benefits for end customers - they receive a comprehensive service from a single source. PostFinance benefits from the fully automated and standardized data processing by Camunda.

“ Thanks to a complete integration of adesso employees into our team, we had full transparency about the progress and quality of the work during the entire implementation. This was an important part of functioning as a unit. The close interaction between the business units of the client and our team was crucial for success.”

*Stephan Vetsch, Solution Team  
Cluster Lead Automation &  
Integration, PostFinance*

