BANCO HIPOTECARIO

INTEGRATING PROCESSES WITH SAP NetWeaver® PORTAL

Banco Hipotecario is one of the most important financial entities in Argentina. To meet its need for software that could integrate all its user-oriented functions, Banco Hipotecario implemented the SAP NetWeaver® Portal component.

"We chose SAP software because it offers the most robust platform, because our previous experience with the company has been positive (we already use many of the functionalities of the SAP ERP application), and because it easily integrates with our new solution."

Bárbara Uslenghi, Implementation Project Manager, Banco Hipotecario S.A.

QUICK FACTS

Company
- Name: Banco Hipotecario S.A.
- Location: Buenos Aires, Argentina
- Industry: Banking
- Products and services: Loans and current accounts
- Revenue: US$650 million (2008)
- Employees: 1,727
- Web site: www.hipotecario.com.ar
- Implementation partner: Valores Corporativos Softtek, S.A. de C.V. (Softtek)

Challenges and Opportunities
- Create a single point of entry into user applications and functions regardless of a user's location
- Enable single sign-on
- Overcome any initial resistance through experience using the component

Objectives
- Provide all tools necessary for employees to do their jobs
- Integrate the company's various databases
- Allow the sales force to access the information it needs from any computer, without having to go to a branch office

SAP Solutions and Services
- SAP® ERP 2004 application
- SAP NetWeaver® Portal 7.0 component
- Knowledge Management component
- Collaboration workspace from SAP
- Web Dynpro development environment
- SAP NetWeaver Visual Composer tool

Implementation Highlights
- Good acceptance of the new component from the start
- Favorable ROI
- Completion on schedule and without a negative impact on customer service
- Successful completion of a pilot test in a branch office in the Almagro area of Buenos Aires

Why SAP
- Most robust platform
- Previous positive experience with SAP software
- Prior use of many functionalities of the SAP ERP application
- Continuous technological innovation and evolution

Benefits
- Integration of several solutions that previously operated independently
- Entry of one ID number to access all relevant information about a customer
- Reduced operating times for users
- Optimized customer service and level of customer satisfaction
- Ability of sales reps and other users to monitor progress toward the fulfillment of objectives

BANCO Hipotecario

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