



## Case Study: Co-operative Bank of Kenya

### The Overview

Co-operative Bank of Kenya is a commercial bank in Kenya, a country with the largest economy in the East African community. It is licensed by the Central Bank of Kenya, the central bank and national banking regulator. The bank has introduced the agency banking model and has a deep customer base in Kenya, recording over 7.5 million accounts as of December 2018. In 2010, the bank was awarded “Best Bank of Kenya” by the London Financial Times due to their excellent growth.

In order to sustain the bank’s aggressive growth strategy, the bank sought a BPM platform to replace its legacy software suite. With ProcessMaker, Co-operative Bank of Kenya is now a fully biometric bank with streamlined account and lending processes.

### The Problem

Before ProcessMaker, Co-operative Bank was operating on a software suite that wasn’t able to deliver a comprehensive solution that the bank required. Co-operative Bank need to integrate legacy systems with their workflow solution. For example, the bank needed to simplify the account management process without losing the information from its existing investments. A workflow solution that could extend the value of its current software was preferred, especially one that could take information from prior systems and incorporate the data into processes that can then connect to point solutions, cloud solutions, and more.

Co-operative Bank also wanted to improve the security and efficiency of its identification verification processes for uploading documentation. The bank did not have proper technology to support mass digital identification efforts and had to resort to manual processes.



Co-operative Bank, a leading commercial bank in Kenya, offers innovative financial solutions by leveraging their investments in multi-channel national and regional presence, focusing on delivering excellent customer experience.

### Industry

Banking

### Country

Nairobi, Kenya  
40+ branches

## The Solution

Co-operative Bank knew that in order to improve its security, stay compliant, and deliver the best customer experience possible, it needed a robust workflow system. ProcessMaker's workflow automation software enabled the bank to serve its various departmental needs, including complete lending lifecycle and asset finance as well.

Co-operative Bank required a robust solution that was able to streamline all of its branches and processes on one platform. The amount of complexity, customization, and power the possible solution required was enormous. Not only was information safely transferred to the new platform, the legacy software's value was raised due to increased efficiency and connection of multiple disparate systems. Due to the ProcessMaker platform being intuitive and simple to use among non-technical personnel while offering advanced features for developers, Co-operative Bank was able to use ProcessMaker for all operational needs.

## The Value Created

To date, Co-operative Bank of Kenya is now a fully biometric bank with a streamlined lending process. Its customers can now open, assess, close, or make adjustments during the lending lifecycle without needing to leave the platform.

The credit risk management and account opening processes are now completely automated in UAT. Co-operative Bank is able to comply with current regulatory requirements in real-time using the intelligence software. To combat fraud and anti-money laundering (AML), Co-operative relies on its biometric and artificial intelligence capabilities through ProcessMaker to ensure transactions are secure and compliant, every single time.

Co-operative Bank in 2019 is now a leading example of African financial excellence, in large part due to its operational efficiency, technological adoption and competitive advantage afforded by using biometrics, and streamlined process management.



## The Problem

- **No digital verification system in place for IDs**
- **Account opening process was not available in multiple channels**
- **Slower customer response times due to reliance on labor-intensive solutions**
- **Limited capabilities in the lending lifecycle**

## The Solution

- Digitized back office operations
- Automated SMB lending lifecycle and account management
- Enhanced process management system to increase security and compliance
- Introduction of digital verification document management system

## About Co-operative Bank

The Co-operative Bank of Kenya Limited is incorporated in Kenya under the Company Act, licensed to do business under the Banking Act.

The Bank was initially registered under the Co-operative Societies Act in 1965 until June 27th, 2008, when the Bank's Special General Meeting resolved to incorporate under the Companies Act with a view to complying with the requirements for listing on the Nairobi Securities Exchange (NSE). The Bank went public and was listed on December 22nd 2008.

Shares previously held by the 3,805 Co-operative Societies and unions were ring-fenced under CoopHoldings Co-operative Society Limited. CoopHoldings became a strategic investor in the Bank with a 64.56% stake.

The Bank runs three subsidiary companies: Kingdom Securities Limited, Co-opTrust Investment Services Limited, and Co-op Consultancy & Insurance Agency Limited (CCIA). Co-operative Bank has won numerous awards for its customer service excellence in the finance industry, including most recently the Financial Times 2015 Financial Inclusion Global Award.



## About ProcessMaker

ProcessMaker is low-code BPM and workflow software. ProcessMaker makes it easy for business analysts to collaborate with IT to automate complex business processes connecting people and existing company systems. Headquartered in Durham, North Carolina in the United States, ProcessMaker has a partner network spread across 35 countries on five continents. Hundreds of commercial customers, including many Fortune 100 companies, rely on ProcessMaker to digitally transform their core business processes enabling faster decision making, improved compliance, and better performance.

## The Results

- Now fully biometric bank
- Digitization of credit processes and credit risk management
- Created collateral for banks so loan origination process is streamlined
- Automation of all credit and account opening processes

## Integrations

Dynamics CRM

## Processes Implemented

- Account Opening Process
- MSME Loan Process
- Personal Loans Process
- Asset Finance Process