

Banque Pictet & Cie

Eminent Swiss financial institution adopts Adobe® LiveCycle® integrated solution to manage administrative processes and optimize security

Pictet & Cie

www.pictet.com



Industry

Financial Services

Challenges

- Create new efficiencies and control security in process management

Solutions

- Secure, automated workflows
- Pictet & Cie is realizing a solid return on its Adobe LiveCycle investment to manage internal and external process workflows.

Results

- Ensured secure exchanges
- Simplified workflow and monitoring online and offline
- Increased administrative flexibility and efficiencies
- Improved process tracking
- Integrated easily with existing IT infrastructure

Systems At A Glance

- Adobe LiveCycle

Secure, on-demand automated processes

Founded in Geneva in 1805, Pictet & Cie is one of the premier private banks in Switzerland today with over CHF 419 billion under management and on deposit. One of the largest independent wealth management institutions in Europe for both private and institutional wealth, administration, and management of investment securities, Pictet & Cie employs 2,500 staff in Florence, Frankfurt, Hong-Kong, Lausanne, London, Luxemburg, Madrid, Milan, Montreal, Nassau, Paris, Rome, Singapore, Tokyo, Turin, and Zurich.

In 2001, Pictet & Cie set out to acquire a completely automated management tool for its administrative processes. The goal was to replace all paper forms—including print-outs from Lotus Notes—with electronic forms. At the same time, the bank needed to ensure better tracking of documents and improved process flow within a secure environment. After a trial study, the bank chose Adobe Workflow server for its ease of use, streamlined development environment, system extensibility, and proven support.

“The new workflow tool had to meet a host of expectations,” explains Gabriel Palmieri, workflow program project leader. “It had to manage 300 administrative processes for 2,000 users, enable end users to create their own forms and processes while developing simple management rules, allow for offline work, and have a separate workflow engine that could be integrated into the bank’s existing information systems.”

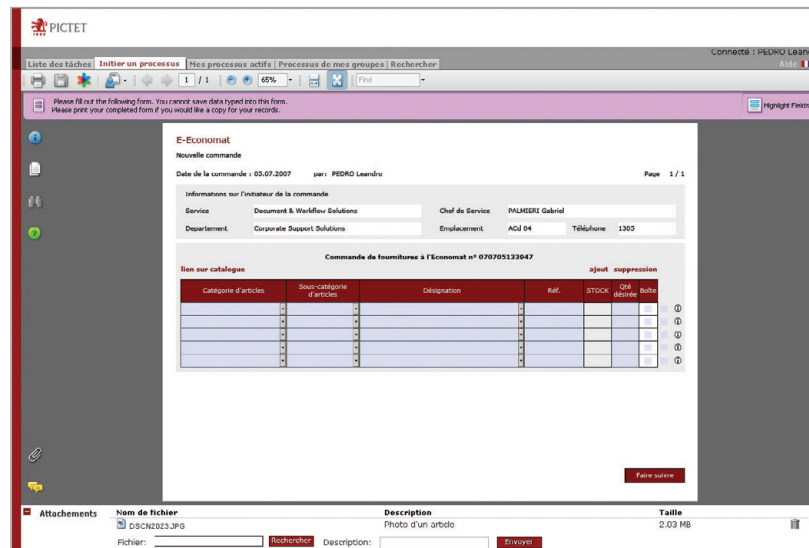
Additionally, the system had to employ a document format that allowed for encryption and exact reproduction for printing forms, display forms in less than three seconds, and facilitate migration of existing forms from print to digital format. All these requirements had to integrate seamlessly within the development environment and infrastructure standards of Pictet & Cie.

Adaptable processes with minimal programming

After a thorough evaluation process and a battery of prototype tests under real conditions, Pictet & Cie opted for an integrated Adobe LiveCycle solution. “Our preference went to the trusted Adobe system that had been in partial use for several years,” says Mr. Palmieri. “Adobe Portable Document Format (PDF) is unequalled today in terms of flexibility, security, and guaranteed document integrity—critical elements in any banking activity. Documents in Adobe PDF created with Adobe LiveCycle can be widely distributed, require only a free Adobe Reader®, and can be easily encrypted. Moreover, it meets our stability and reliability requirements.”

Specific features of Adobe LiveCycle solutions helped the team make its decision. The Java™ QPAC libraries—key elements in Workflow server—enable users to create processes visually without intensive programming. Using open source tools, developers can rapidly build Java components that carry out basic tasks, such as returning a client name (managed in an external database) when keying in account numbers. With little programming expertise, such components are easily integrated into

Pictet & Cie turned to Adobe LiveCycle solutions to automate its administrative processes and replace all paper forms—including print-outs from Lotus Notes—with electronic forms. The bank needed to ensure better tracking of documents and improved process flow within a secure environment.



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Gabriel Palmieri,
Workflow project leader,
Banque Pictet & Cie

For More Information

www.adobe.com/products/livecycle/

Adobe LiveCycle through the QPAC components, which are available to end users to create new workflows using basic graphic design tools for forms and processes.

The open architecture in LiveCycle facilitated the broad interfacing of the company’s information system (LDAP, database, messaging, and external servers, among others) so that Pictet & Cie’s system adopts highly automated administrative workflows. “This was very useful for us, for example, in reviewing the supply management process,” says Mr. Palmieri.

Employees can consult the purchasing department catalog on the intranet and order items from pictures in an electronic catalog, instead of physically walking to another location. The request is sent directly to the purchasing department where the order is printed, and the vaults are opened automatically. As Adobe LiveCycle is connected to the bank’s LDAP, the purchasing department sends the order through the in-house mail delivery.

“This new purchasing process saves us twenty to thirty minutes on each of the fifty orders that are placed daily. We’ve made efficiency gains, which was the goal of the workflow implementation. This is an excellent example of ROI,” says Mr. Palmieri.

Scalability and real-time process monitoring

To help manage flow on all the printers, Adobe LiveCycle has built-in business administration monitoring (BAM), which is being implemented at Pictet & Cie. “We really love this feature as it is very useful for drawing up statistics and graph reports on process activities,” says Mr. Palmieri. In addition to managing conflicts between different processes, BAM tracks processes in real time and analyzes the average, maximum, or minimum time used at each step. This process sets off alerts if production capacity is exceeded and shortens processes requiring too much time.

Thirty processes open to 700 users are currently operational on Pictet & Cie’s Adobe LiveCycle platform. Other processes—some targeted to the bank’s clients—are in development. “When we open up our system externally, we’ll need maximum security by integrating Adobe LiveCycle Security Server, Policy Server, and Reader Extensions into our system,” concludes Mr. Palmieri. Ultimately, over 2,000 users will be able to access three hundred different bank processes.



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