



**Volkswagen Bank:**  
**higher gear of**  
**corporate banking.**

## Client.

Volkswagen Bank GmbH Sp. z o.o. Branch in Poland (Volkswagen Bank) is an institution that provides banking services related to the purchase and operation of cars, including Volkswagen, Audi, SEAT, ŠKODA and Porsche brands. It is part of Volkswagen Financial Services (VFS), which also offers leasing services and service packages to individual and business customers. Many years of experience gained on foreign markets make the financing of vehicle purchase the field in which the bank is the best specialist. It guarantees not only professional service and the security of all concluded transactions, but also focuses on the constant improvement of the offer for its clients.

It was the desire to continuously improve the quality of provided services that influenced Volkswagen Bank's decision to implement innovative technological tools

that would allow for the optimization of many corporate banking processes and enable the efficient adjustment of the institution to the regulator's requirements. The Bank was looking for a proven solution which would improve, among others, the service of enterprises and allow to build a permanent competitive advantage. The solution was to be characterized not only by an open architecture, but also by flexibility, enabling the efficient management of the product portfolio and the safe and quick implementation of changes. Therefore, Volkswagen Bank decided to continue its cooperation with Asseco Poland, which was responsible for the implementation of the Asseco Enterprise Banking Platform (Asseco EBP) – an omni-channel electronic banking system for business.

## Implementation.

The project began in November 2018 and was divided into two stages. The first one assumed the implementation of new electronic banking. In the next one, Asseco carried out the migration of clients from the old def3000/CEB solution to the new one.

The new transaction system is based on the concept of mini-applications, which allows the Bank to shape and launch banking products and services in the Internet banking system free of charge and quickly. Thanks to a wide range of functionalities, it provides comprehensive support for entrepreneurs in the area of financial services. At the same time, it ensures integration with the financial and accounting systems of corporate customers and the security of executed transactions.

Under the project, Asseco has implemented the following mini-applications: Accounts, Transfers, Deposits, Cards, Loans, Messages and Applications. Additionally, it has moved e-banking solutions from the bank's infrastructure to the Data Processing Centre (CPD) in Wrocław. In order to reach these goals, the implementation team had to develop a new model of cooperation at the operational and maintenance level.

During the project, the bank decided to implement the Asseco Open Banking API (Asseco OBA). This resulted from the need to meet the requirements of the European Union PSD II Directive, which defines the principles of cooperation between banks and payment service providers, i.e. the so-called TPP (Third Party Providers)

*“Modern corporate banking requires a fresh look at a company and providing it with effective and secure financial management. Companies expect individual and professional approach, as well as efficient and flexible service. Therefore, the key issue is to use modern omni-channel systems, which completely change the philosophy of functioning of financial institutions. Thanks to the project implementation, Volkswagen Bank is able to better identify clients' needs and thus create a tailor-made offer” – said Mariusz Karchut, Key Account Manager, Asseco Poland.*

in the area of open banking. It was also connected with the introduction of the so-called Strong Customer Authentication, which guarantees a higher level of credibility and resistance to fraud. Therefore, the project team implemented a mobile application for order authorization - Asseco MAA (Mobile Authorization and Authentication), which uses PUSH messages as an alternative to SMS messages.

A big challenge in this part of the project was the date of entry into force of the new regulations, but thanks to the efficient organization of work, the implementation team introduced all changes on time. It was composed of over 70 Asseco experts and the bank's 20 employees who worked closely together at each stage of the implementation.

## Key benefits.

The implementation has allowed Volkswagen Bank to develop its omni-channel strategy and build a lasting competitive advantage. Thanks to Asseco EBP, the client is free to decide which banking service and communication channel they will use. In addition, the activity initiated in one channel is continued in another, without losing data or quality.

The new electronic banking has provided the customers of Volkswagen Bank with an efficient and quick access to modern banking products. Thanks to the application of RWD (Responsive Web Design) they can use their banking on both stationary and mobile devices. They also have the possibility of a mobile authorization of ordered instructions, which now takes place with a single click.

The implementation of the project has enabled the efficient management of the bank's portfolio and significantly accelerated the launch of the new offer on the

## Project milestones.

- Providing solution for UAT tests
- Preparation of CPD infrastructure for installation of systems
- Implementation of new electronic banking
- Migration of bank's clients to new Asseco EBP system
- Provision and pairing of Asseco MAA mobile token
- Stabilization of solution
- Preparation of infrastructure and implementation of Asseco OBA

market. It has also established the bank's position as a partner for business, which not only watches over and helps to manage a company's finances, but also recognizes its needs and helps implement them.

Thanks to the implementation of the omni-channel platform, on which the new e-banking is based, the bank has gained the opportunity to cooperate with fintech companies that can deliver new mini-applications without the involvement of Asseco. In turn, the introduction of a two-stage authentication has significantly improved the security of operations; the implementation of the Asseco MAA mobile token has reduced the costs of SMS messaging.

*"A financial institution's reaction speed is very important for companies. This is a key issue especially in cases where waiting for a bank's decision may bear financial consequences for a company. Therefore, Volkswagen Bank has relied on modern Asseco's solutions for corporate banking, thanks to which it could improve a number of business processes"*  
– said Marek Lulek, Deputy Director of Commercial Banks Division, Asseco Poland.

## Project in numbers.



*“As a financial institution, we are aware that the security of funds and the simplicity of solutions that enable efficient financial management are issues of utmost importance to clients. We are constantly striving to create an offer based on innovation, so that our customers have access to all services in one place. Our offer is one of the best on the market, which is confirmed by the second place in the July ranking of company accounts of the Bankier.pl portal. Thanks to our cooperation with Asseco, which has lasted for over 20 years, we have been successfully adapting to market changes and introducing digital solutions for our clients. Therefore, we have decided to implement an omni-channel electronic banking system and an interface corresponding to the open banking API standard. Currently, together with Asseco, we are working on the development of a hybrid application that will enable the use of our offer on all mobile devices. We strive to be a pioneer in the provision of financial services and we believe that our solutions will achieve the intended goal” – said Ronald Kulikowski, Director of Volkswagen Bank GmbH sp. z o.o. Branch in Poland.*

*“Volkswagen Bank GmbH Branch in Poland offers financial products to both corporate and individual customers. We were among the first in Poland to introduce internet banking, which we have been adapting to new regulatory requirements and market trends. We are constantly improving our solutions so that the customer path is as intuitive as possible and at the same time safe. We want our clients to be able to manage their finances in a simple and easy way. That is why we decided to implement one of the most secure authorization methods, namely VWFS Mobile Token. This allows us to protect our clients’ transactions against increasing hacking attacks, in accordance with the highest standards adjusted to PSD2 regulations. Our activities allow us to build a competitive advantage and, most importantly, to maintain customer satisfaction at the highest level” – said Daria Pawęda, Director of the Development and Customer Service Department, Volkswagen Bank GmbH sp. z o.o. Branch in Poland.*