Delivering at speed with Microsoft Power Platform

Rabobank takes the next step on its digital transformation journey by implementing Microsoft Power Platform, delivered by Sogeti.

The Client

As a cooperative bank, Rabobank had a clear mission: to achieve more together than it did on its own. This objective also applied to the bank's ongoing digital transformation. By providing employees with the right digital tools, they could boost their joint business value to deliver at the speed and agility demanded by the current financial markets.

Challenge

Rabobank aimed to become more agile. The bank wanted to be able to respond more quickly to changes in the market, to customer needs and to regulations. This required a digital transformation. By digitizing and making smarter use of modern IT capabilities, Rabobank could respond to business challenges faster. Democratizing IT played an important role in this. To this end, Rabobank wanted to enable its employees to automate processes themselves, develop insightful dashboards and devise and develop smart low-code apps.

Enabling the business with IT also has a downside. When employees develop applications themselves, it is difficult to keep control of aspects such as security and compliance. This raised an important question: how to keep a grip on IT without compromising the speed of response to business changes with low-code solutions?

Overview

Customer: Rabobank

Industry: Banking and financial services

Location: Utrecht, Netherlands

Rabobank

"Thanks to Sogeti's help in the implementation of the Power Platform, we can digitize quickly, without compromising on safety and compliance. This ensures the perfect balance between control on IT and agility of the business"

Paul Bathgate – COO IT Infrastructure Rabobank

Solution

Rabobank's solution was built on Microsoft Power Platform. The bank worked with technology and engineering services partner Sogeti to carefully implement a low-code strategy using Power Platform, where speed and control go hand in hand. This served as a single company-wide data and app development platform and was the foundation for further digitization.

Power Platform enabled employees to develop low-code applications themselves – quickly and in line with their specific business needs. For example, account managers used the platform to access customer data on the go in the linked CRM system, HR used it to streamline reorganization processes, and developers used it to build complex, corporate applications.

Maintaining a grip on IT. How do we ensure that every new application meets internal requirements and external laws and regulations? Compliance can be a barrier when building mobile apps. This certainly applied to a financial institution such as Rabobank, where different departments and employees must comply with various regulations. Sogeti and Rabobank set up a Competence Center to address this challenge. The Competence Center ensured that Rabobank kept a grip on governance and compliancy-guidelines, best practices, workflows, security, and provisioning, with specialists from Sogeti and Rabobank complementing each other's strengths.

Compliance Center App. The Compliance Center App is a specific application for recording the classification of data to be used by a new app. This ensured that employees pass on as much detail about their apps as possible in order to check for compliancy. This allowed the IT organization to gain insight into and control over who builds which apps and what data was used in them.

"It is a great compliment that Rabobank trusts us to take the next step in its digital transformation."

Ton van Veen – Business Development Manager Cloud Solutions Sogeti

Result

With the use of Power Platform, Rabobank encouraged its employees to use self-service tools. In the bank's low-code strategy there was room for both self-service initiatives and for the central development of applications, including automated and streamlined administration and consent processes.

Getting the most out of the platform. Power Platform isn't just about apps. It offers, among other things, dashboards, processes, and AI assistants: a rich IT environment with which Rabobank reduced shadow IT and responded safely to changing business needs, laws, and regulations. Reports gave both the business and IT insight into internal and external developments, such as KPIs, expenses and trends. This was important because it provided strategic guidance to the organization.

To get the most out of implementing this low-code strategy with Microsoft Power Platform, Sogeti also helped to increase user adoption. Various tools and processes were developed to enable both business users and IT to quickly respond to opportunities that arise using a low-code model.

Business and IT in balance. Power Platform addressed the dual challenge of agility and control. On the one hand, it made Rabobank more agile: employees could quickly develop the business applications they needed themselves. On the other hand, the platform enabled IT to keep a grip on application development. Rabobank always had an up-to-date overview of the IT tools used and developed, while the Compliance Center checked whether each new application complied with internal policy and external laws and regulations.

Find out more

Interested in implementing a low-code strategy for your organization? Want to respond faster to business needs, facilitate growth and agility, and keep control of your app development? Contact us

About Sogeti

Part of the Capgemini Group, Sogeti operates in more than 100 locations globally. Working closely with clients and partners to take full advantage of the opportunities of technology, Sogeti combines agility and speed of implementation to tailor innovative future-focused solutions in Digital Assurance and Testing, Cloud and Cybersecurity, all fueled by AI and automation. With its hands-on 'value in the making' approach and passion for technology, Sogeti helps organizations implement their digital journeys at speed.

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