



BMO Upgrades Processes for Improved Customer Experience

Consistency, transformation, reduced risk, easier compliance

"Nimbus helped us deliver on our digitization goals. We can now visually depict a process framework and blueprint, connect it directly to our process content, and use it for investing in digital solutions throughout the bank."

—Alexander Kurm, Head of the Nimbus Center of Excellence

CHALLENGE

"BMO's three primary goals are, to accelerate our digital strategy for customers, continue our strong risk management culture, and achieve our productivity goals, which will drive shareholder value," says Alexander Kurm, head of BMO's Nimbus Center of Excellence. "Our two primary challenges were gaining the ability to leverage process maps for digital transformation, and sustaining our process intellectual property (IP) so we wouldn't lose sight of it over time.

"If we didn't resolve those challenges, we would have digitized the bank in different areas, but would not have maximized return on investment.

SOLUTION

"To achieve our objectives, we needed to store process content, whether it was a map or a procedure, in one place; interpret and understand that process content and have end users interact with it; and establish strong governance and control over that content.

"We chose TIBCO Nimbus™ because it was extremely easy for employees who had no process knowledge whatsoever to interpret process content. Nimbus already had built-in governance control authorization functions. And because of those two things, we thought we had a much higher probability of sustaining the solution throughout the business.

DETAIL

**600 AND
2,000**

Process authors and employees using Nimbus

BMO FINANCIAL GROUP

Established in 1817, BMO Financial Group serves more than 12 million personal, commercial, corporate, and institutional customers in North America and internationally.

FAST FACTS

Customers: 12M worldwide

Net income: CAN\$4.6B

Total assets: CAN\$699B

BENEFITS

CONSISTENCY

“Nimbus helps us deliver a consistent customer experience because as we document processes, lock them down, and publish them, employees can interact with those maps for doing their jobs every day. And the more they do that, the more consistent the process and customer experience.

FOUNDATION FOR TRANSFORMATION

“Nimbus helps us deliver on our digitization goals. We can now visually depict a process framework and blueprint, connect it directly to our process content, and use it for investing in digital solutions throughout the bank.

“With all of our process content in one place, and with great adoption by process authors and end users who interact with process content, Nimbus provides the foundation for transformation. If it isn’t there, there’s no transformation, no improvement that can actually take place without it. We have gone from about 20 authors to over 600 people who create process content that enables transformation and risk management and mitigation work throughout the bank.

REDUCED RISK, EASIER COMPLIANCE

“Being able to preserve our intellectual property has a direct impact on productivity. We no longer need to recreate the same content, the same process maps year after year, because now using Nimbus, we sustain that content. It actually allows us to control costs and reduce operational risk through business continuity.

“We can capture our business process content with risk and controls right on the maps and have them authorized, approved, and governed. It reduces operational and business-continuity risk. Regulators asked us to use process mapping, so by leveraging Nimbus, they’re satisfied that we have good control of our business processes.

INSTANT TRAINING AND COMMUNITY

“When we decided on Nimbus, right out of the gate, we engaged TIBCO Professional Services for training and consultation. We’ve since internalized the training into our own institute, BMO University. And TIBCO also put us in contact with other customers who have deployed Nimbus, so we can learn from their deployments and share experiences and approaches.

FUTURE

“We want to continue to leverage this connection between the architecture, the blueprint, and the process content throughout the banks so that when we invest in new technologies, we’re investing properly, we know all the different nuances of how those processes vary. We also want to build a community practice and a better connection to the Nimbus Center of Excellence so we can continually improve because we have grown so quickly, to 600 authors and thousands of end users. And because users have created so much great content, we need to continue to build this idea of landing pages where they can consume that content very intuitively, which Nimbus allows us to do.”



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TIBCO enables digital business solutions through smart technologies that interconnect everything and augment intelligence. This combination delivers faster answers, better decisions, and smarter actions. TIBCO provides a connected set of technologies and services, based on 20 years of innovation, to serve the needs of all parts of an organization—from business users to developers to data scientists. Thousands of customers around the globe differentiate themselves by relying on TIBCO to power innovative business designs and compelling customer experiences. Learn how TIBCO makes digital smarter at www.tibco.com.

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