

ING Optimizes End-to-End Cash Processes Using planfocus[®] Cash Cycle Optimization Solution

Brussels, February 2018 – planfocus announces that ING Belgium, one of Belgium's leading providers of financial services, has deployed a solution which allows to optimize the end-to-end cash handling and management. The solution has been rolled out to all ATMs (branches will shortly follow), and will enable ING Belgium to ensure cash availability as well as visibility at all times, while reducing the efforts for handling operations and deliveries.

The cash cycle optimization solution is based on the software of planfocus[®], a Munich-based software company, in a joint development with ING and Atos Belgium. The software was initially rolled out in a select number of branches and cash machines. Following the positive feedback and results, it was then implemented for all 1.600 ATMs (of which 90% are cash recycler ATMs), all 155 cash-serving bank branches, close to 800 deposit vaults, and soon at 1.800 shop cash points. The entire solution will not only cover automatic forecasting and cash replenishment planning, but also order handling, management of the planning of commercial clients, to the integration of foreign currencies and gold as well as integrated track and trace of all deliveries and shipments.

Johan Caals, Head of *Face Employee Channel* at ING Belgium, says: *"with this project, we are continuing our journey to make our network more efficient and enabling the automated cash re-circulation that ultimately helps us to service our clients even better and with a lower cost structure."*

The cash handling and management optimization project is part of ING's overall effort to earn customers' trust by delivering transparent products, value for money and superior service, continues Johan Caals: *"Key drivers of this project include: customer centricity, modernization, innovation and operational excellence. By implementing this solution, we deliver on our promise to provide a better service to our customers while reducing the operational costs involved with the service."*



ING Belgium is one of the top three players in the Belgian Private Banking market. ING's strong position with businesses is built on its long history of strong ties in Belgium's family business. Their product and service offer is reflected in their core business areas being Retail & Private Banking, Corporate & Institutional Banking, Financial Markets, Investment Banking, Asset Management and Insurance (Life and non-Life). ING Belgium has a network of almost 600 branches, of which 230 are run by independent self-employed agents.

“Cash cycle optimization may seem a straightforward process, but there are very divergent factors influencing the process”, comments Clemens Sickinger, Chief Delivery Officer at planfocus, “You need to understand the historic transaction trends to predict when a next cash delivery will be needed. You need to optimize the planning of the third parties in charge of the deliveries, taking into account that only two partners are certified to deliver the cash. Taking into account all influencing factors requires a very sophisticated solution. ING can now rely on a solution which takes into account all relevant factors, from insurance restrictions for the cash delivery partners to local festivities causing a higher than usual cash withdrawal, and integrates them in a platform that optimizes deliveries across all touchpoints.”

About planfocus software GmbH

planfocus® is a specialized software company with clear focus on solutions for cash cycle optimization. Headquartered in Munich, the IT capital of Germany, we provide highly reliable high-performance solutions to optimize your cash supply chain.

Our market-leading solution CCO® offers financial institutions and their service partners a fully integrated end-to-end cash management solution to better forecast, plan, monitor and run their cash supply chain. The solution optimizes replenishments and controls cash deliveries for all types of cash points – from ATMs, Deposit Machines, Cash Recycling Systems, Bank Branches, Teller Cash Recyclers, POS workstations to Cash Centers – analyzing cash demand signals, allocating currency across the entire supply chain, including tightly planning trips of Cash-in-Transit logistic providers. CCO® helps to make the inherent costs of cash transparent and permanently optimizes all processes.

References

The CCO®-Suite is in use globally in renowned financial institutions and service providers and generates CIT order volumes exceeding EUR 200 billion per year. Our clients affirm their high level of trust due to the reliability and outstanding performance of the software and they follow new developments and market trends through a continuous subscription program. We gladly inform you of reference institutions similar to your own.

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Dr. Joachim Walser, CEO of planfocus software adds, *“We are excited to work with ING in this pioneering project and realize the new target operating model to automate the entire cash supply chain, by providing our industry-leading solution, Cash Cycle Optimizer CCO®.”*

“Atos is proud to have contributed to this innovative project, which combines advanced technology with a profound insight in business processes in order to deliver a solution which benefits all parties involved,” concludes Koen Segers, Belux Sales Manager Business & Platform Solutions at Atos Belgium: “We feel privileged to have customers like ING, who are aware that technological innovations are key to growth and to forging a better relationship with partners and customers. By serving as a trusted partner in this challenging but rewarding project, we feel we have contributed to ING’s strategy of continuous innovation for improved processes and better customer service.”