Rabobank

Banking in Camunda 8 SaaS

Growing a better world together

de coöperatieve **Rabobank**

Who are we?

Louwris Wernink

IT Lead Area Accounts

Pascal van Puijvelde

Lead Business Analyst
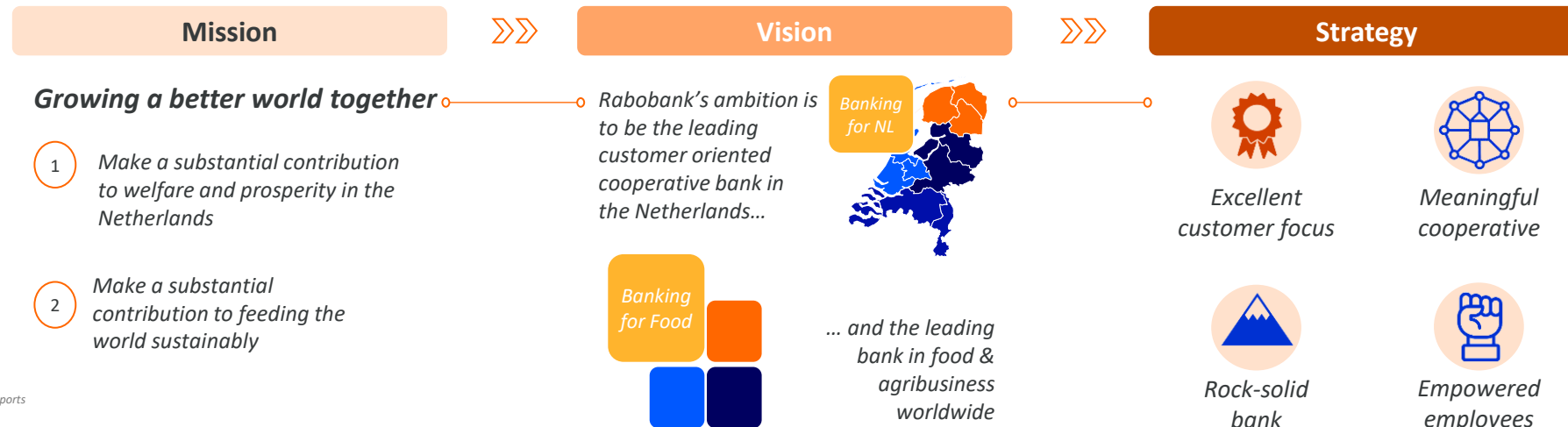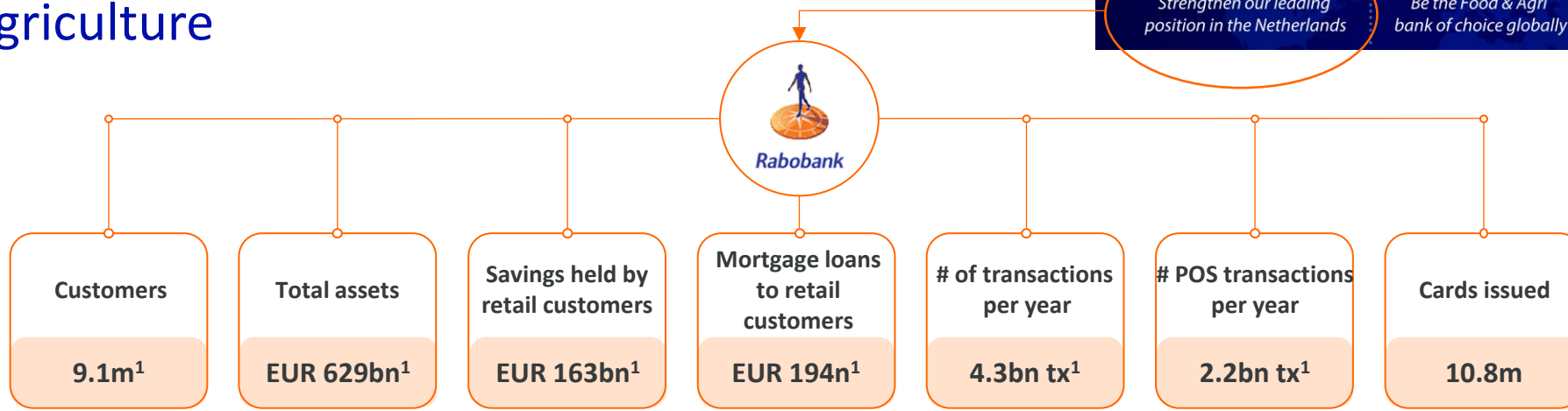
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Who is Rabobank?

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Rabobank at a glance

Rabobank is the leading retail & commercial bank in the Netherlands with a global focus on Consumer, Food & Agriculture

Growing a better world together

mission

vision

As a meaningful cooperative, we empower our employees to deliver excellent customer focus and a rock-solid bank to realize balanced and sustainable growth

ambition

Strengthen our leading position in the Netherlands

Be the Food & Agri bank of choice globally

Be the market leader in Vendor Finance globally

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Customers	Total assets	Savings held by retail customers	Mortgage loans to retail customers	# of transactions per year	# POS transactions per year	Cards issued
9.1m[1]	EUR 629bn[1]	EUR 163bn[1]	EUR 194n[1]	4.3bn tx[1]	2.2bn tx[1]	10.8m

Mission	»»	**Vision**	»»	**Strategy**

Growing a better world together

1. Make a substantial contribution to welfare and prosperity in the Netherlands

2. Make a substantial contribution to feeding the world sustainably

Rabobank's ambition is to be the leading customer oriented cooperative bank in the Netherlands…

Banking for NL

Banking for Food

… and the leading bank in food & agribusiness worldwide

Excellent customer focus

Meaningful cooperative

Rock-solid bank

Empowered employees

Source: Rabobank annual and interim reports
Note 1. As per 2023 year-end

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Area Accounts

We create the most relevant current account products and propositions with the best customer experience
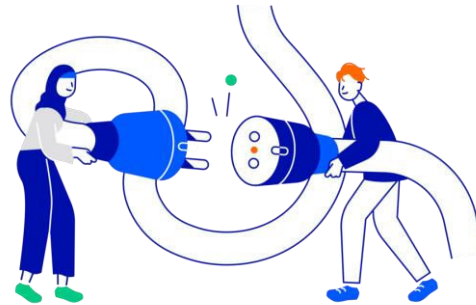
Our Products

Payment accounts
Youth & Student accounts
Overdraft products consumers
Payment account business
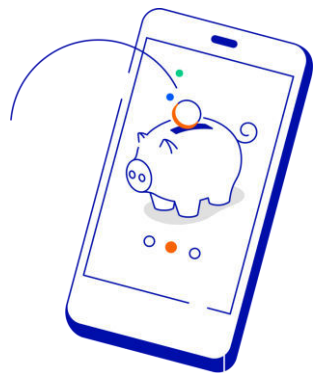
Journeys & Techstack

31 Customer journeys
Used 4,5 million times annually
1 Mono repo FE stack (Angular)
Java based BE applications

Area facts & figures (2023)

104k Youth accounts sold
139k Consumer accounts sold
52k Business accounts sold

14 Business colleagues
74 IT colleagues

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Why Camunda?

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We needed an orchestrator

- Front-End complexity

- Need for case management capabilities

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Our journey so far

- First contact on November 2022

- We onboarded to Camunda 8 SaaS at the beginning of 2024

- SaaS

- Camunda integrates nicely into our existing tech stack

- Current status

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Challenges

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How to use Camunda

- From product to process and business involvement

- BPMN

- Running the business and Ops

- Information overload

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Security & Legislation

- Standards in banking

- Use of data

- DORA

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Creating a centre of excellence

- Right people

- Right focus

- Right amount of time
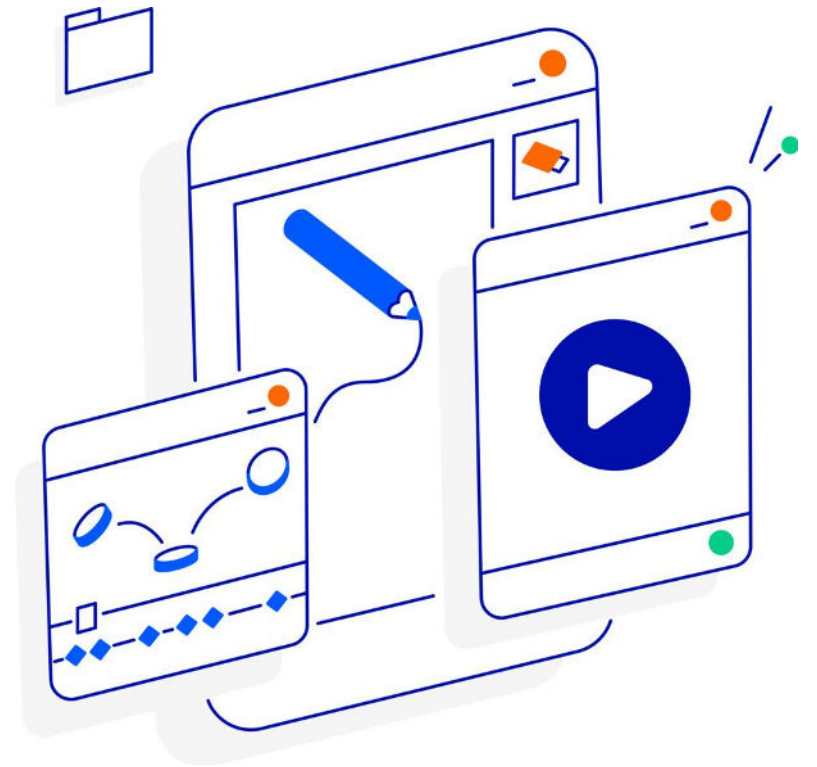
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How did we do it?
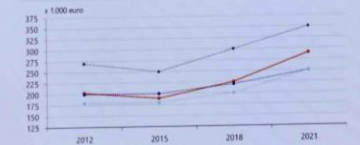
How we did it

- We got help

- Technical Account Manager – we are the first

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How we did it

- Set up a center of excellence

- Camunda community

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How we did it

- Changed our way of working

- Camunda training sprint

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Future

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125 years ago we were founded by innovation

Solving challenges together that you cannot fix alone

42 years ago were the first bank to introduce an ATM in the Netherlands

Taking the first step

20

30 years ago we were the first to introduce internet banking in the Netherlands

Believe in future and value

Who is joining us?

Thank you
Questions?

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