



MyStandards

Roll-out at Rabobank

Rabobank 25 April 2015



Achievements



Portals:

- 322 open portals
- Around 20 new portal requests every week



Departments:

- Fulfilment (process requests)
- Corporate Support desk (Helpdesk 1st and 2nd line)
- Formats Desk (Standards Centre of expertise, 3rd line)



Achievements



Future Plans:

- Optimize the validation
- Exploitation formats
- Promotion by Workshops (local banks)
- Involving more departments

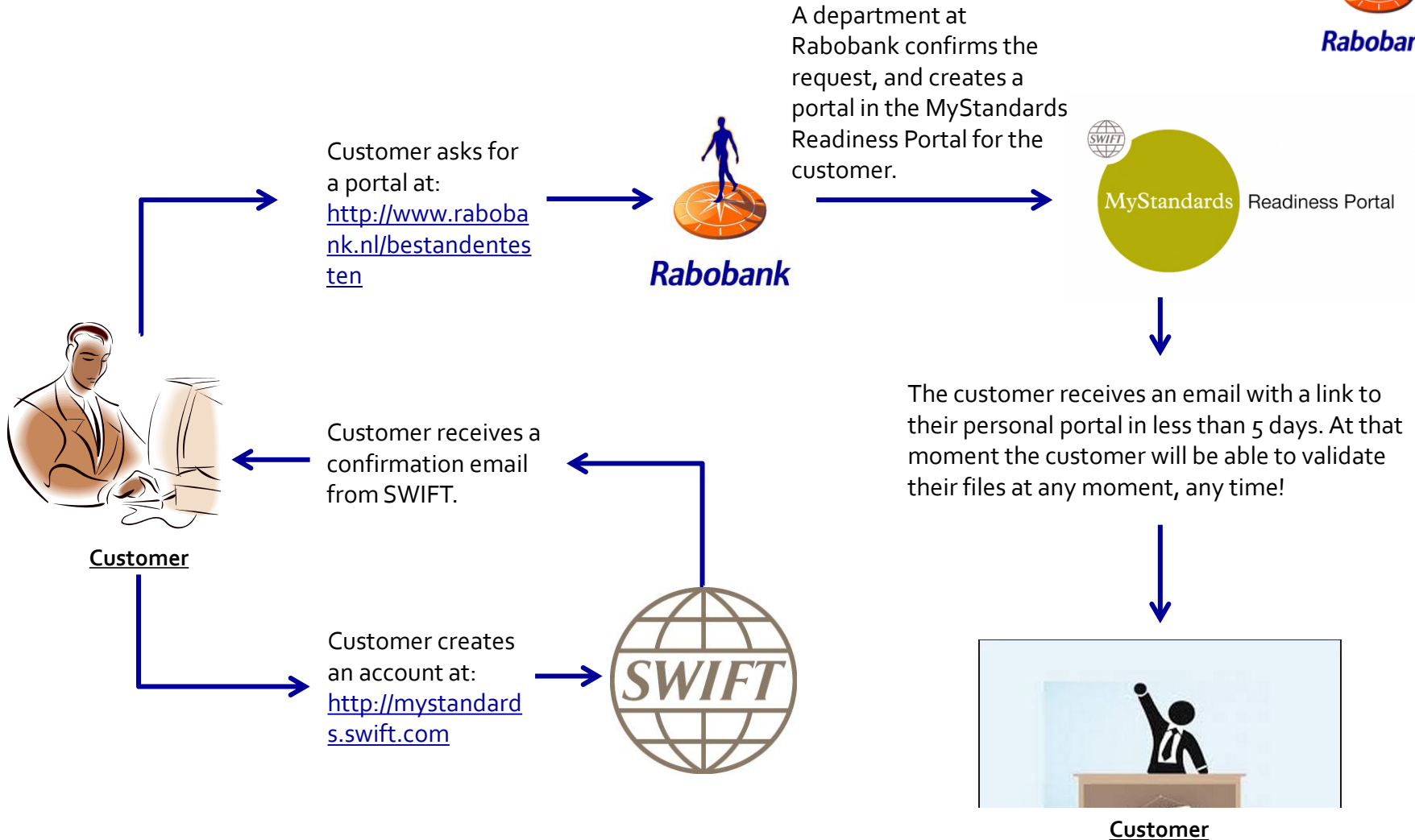


Customer Process Structure:

- Workflow Chart

See next page 

Customer Process Structure



Meeting the Program Objectives



Communication

Communicate with stakeholders and other departments about changes, implementations, settings and manuals.



All standard formats in one place

From maintenance in different departments to maintenance by one team all kept in one place.



Help facility for customers

Organize facilities to respond to customers enquiries.
For example: FAQ's, Helpdesks...



Test service connected with specifications

Give customers the ability to test against the latest specifications in an instant.

In Summary

Making it easy for our (potential) customers to connect to Rabobank



Lessons learned



Familiarize yourself with MyStandards

Get familiar with the terms and definitions of MyStandards before you start.



Take your time

Give yourself sufficient time to align your organization and get a solid base for further use of MyStandards in your organization.



Deadlines

Beware of agreed deadlines, especially when you depend on different departments.



Start with the end in mind!

Build a clear direction before kick-off to prevent changes afterwards and during the process.

These will result in:

- Solid implementation
- Improved speed and quality
- Satisfied customers
- Process optimization