



Natech S.A.  
Integrated  
IT Solutions

## CASE STUDY

SUCCESSFUL

Collaboration of

Cooperative Bank of Karditsa & Natech S.A.

Implementation of Natech.CSB Core Banking System

Keywords: Core Banking System, Natech.CSB, Integrated system, flexibility



## Skim through

### The story

Cooperative Bank of Karditsa is one of the most successful cooperative Banks in the Greek region. Co-op Bank's need for flexible total Core Banking Solution was covered by Natech's solution - Natech.CSB. The Bank managed to scale up its banking operation, increase its clientele, cope with constant changes in the Greek bank sector and cover the emerging customer's and state's banking needs during the period of Greek depression.

### The bank

The Cooperative Bank of Karditsa is a regional, fast growing cooperative Bank, located in the prefecture of Karditsa in Greece. The Bank was founded in 1994 by Karditsas' Chamber of Commerce Initiative. The Bank is supervised by the Bank of Greece and European Central Bank and is an authorized banking and credit institution. Cooperative Bank of Karditsa has demonstrated impressive growth figures in almost every business sector, throughout its' 20 year life.

“ A different Banking Institution which complements the commercial banks and provides solutions adjusting to the Greek market and the customers' needs. ”

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“ The Cooperative Bank of Karditsa managed, in the words of its supervisors, to be a shining example in the Greek banking system. ”

## The Challenge

The Bank, from the beginning of its operation, established the business collaboration with Natech S.A. concerning the use of Natech.CSB.

The Cooperative Bank's initial goal, being acquainted with the needs of the local community, was to attract local customers, including those who were using other banks' services.

With the scope of promoting the local economy, the Bank wanted to stand next to the customers by offering them modern, competitive, tailored to their needs, banking products.

The Co-op Bank was looking for a solution that could provide implementation of a variety of products and services that one would find in a large-scale bank.

In specific, this challenge was to find a secure Core Banking System that could service the Bank's strategy. The Bank required a technology that would be:

- Total
- Unified
- Agile
- Customer centric oriented
- Cost Effective

## The solution

For the Bank, the partnership with the software provider Natech S.A., was a strategic choice, consequence of continuous research.

Natech.CSB, Natech's Core Banking System, was not chosen as a software product but as an integrated solution.

The Co-op Bank gave emphasis on the distinct characteristics of Natech. CSB, which made this investment a strategic choice and enabled the Bank:

- Cover a wide range of banking services.
- Incorporate every banking need of the Bank with one product.
- Reduce time to market for new products and services.
- Focus on relationship Banking - build a complete picture of the bank-customer relationship.
- Maintain low total cost of ownership.

## The unique

From the Bank's point of view, what makes Natech.CSB stand out, is the real-time banking transactions & the real time ledger accounting system, unique characteristics which subvene the Bank stay ahead of the competition.

## The collaboration

The factors that made this collaboration successful are:

- The technologically advanced solution.
- Delivery of the solution on time and on budget.
- The tested implementation methodology.
- Implementation and support from highly trained experts at the right time.
- The prove of value.

“The Co-op Bank is currently processing efficiently & faster every customer request, growing it's business volume.

It also managed to cut the time taken to complete end of the day processing.”

## Financial instability VS Bank's growth

The Co-op Bank of Karditsa, has effectively responded to the financial challenges, quadrupled its presence in the market, doubled its financial assets and created new valuable employment opportunities.

Additionally, it has expanded its product portfolio to several underserved market niches and launched numerous new services to social enterprises, cooperative and agricultural business, seizing the opportunity opened by bank consolidations in Greece.

Natech.CSB possesses the right mix of features and security allowing for updates to be deployed at zero effort.

During the implementation of capital controls enforced in Greece, the Co-op Bank of Karditsa, responded in less than **24** hours of the announcement of the measures.

The configuration was deployed by Natech, throughout the transfers and payment system, without requiring branch operators and tellers change their way of working.

Not a single compromise was made in internal control standards and there was no downtime. The system, also successfully prevented fraud attempts.

“

Philosophy of Natech.CSB matches with Bank's policy: Flexibility, speed decision making and transparency.

”

## Figures

Some indicators of the Bank's growth for the period 2010-2014 are the following:

- Deposit Increase: 50.8 %
- Loans Increase: 82.2 %
- Members Increase: 48 %

Natech.  
CSB

- responds to the stimulus of the market and the financial challenges immediately.
- Adapts to the internal/external environment at short time.

90%

of its users argue that the requested changes are directly implemented.

100%

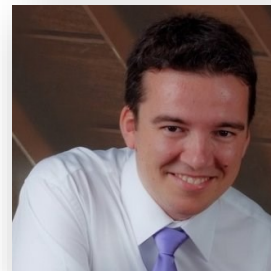
of the Bank's Senior Executives find it easy to use Natech.CSB.

“

The Bank has strengthened the last few years the number and the quality of services and products offered to its customers by expanding its activities in the field of electronic banking and alternative networks.

Thus, the Cooperative Bank of Karditsa has managed to hold, in the region market, the share of 25% in the business and commercial world. Natech.CSB is our essential tool.

”



Tournavitis Panagiotis, Network and management manager, Cooperative Bank of Karditsa.

The number of the Natech.CSB users is constantly increasing. In specific, the number of the users in Cooperative Bank of Karditsa has increased since 2010 by 56 %.

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