

Bank of Montreal (BMO): Proponix® Solution

BMO BANK OF MONTREAL

Montreal, QC
CANADA

Online:

www.bmo.com

Industry:

Banking

Employees:

36,000

"Our productivity has improved 25% over the past 24 months. And our service is 50% faster for issuance-advising with 40% less staff."

Maryse LaFleur, Senior
Manager Operations, BMO

As Canada's first bank, Bank of Montreal has a long history of superior service and dedication to its clients. The bank offers Trade Finance products servicing 83 countries across the world and operates processing hubs in Canada and China. Constantly looking for new ways to add value for its clients, BMO is dedicated to helping businesses grow and to demonstrating a long-term commitment to its clients.

The Challenge

To grow its Trade Finance business, BMO sought to provide a fast, efficient and technologically advanced experience to their clients. Access, security and reporting capabilities were paramount in order to differentiate BMO in a tight market. Additionally, BMO felt that the visibility of its costs was vital to ongoing success and the ability to provide a long-term commitment of stability and support to clients.

BMO engaged in Six Sigma process methodology to manage efficiency and quality control through metrics and providing guidelines for improving productivity throughout the bank. Introduction of new partners or technology needed to demonstrate dedication to this corporate direction. Through this process, BMO determined that CGI's Proponix solution was the best fit to meet their objectives.

How CGI Helped

BMO partnered with CGI to deploy the Proponix Integrated Trade Finance Platform (ITFP), a service offering that delivers the infrastructure and technology to support Trade Finance processing in an IT outsourcing model. In this partnership, CGI would be responsible for all aspects of operating the 24x7 Proponix solution.

BMO is using Proponix to attract local and international clients and have enhanced their service with the Web-enabled Trade Portal. Due to the highly configurable, user friendly, logical nature of the system and by CGI's extensive experience in the Trade Finance arena, the bank felt confident in committing to ongoing superior customer service levels. They also realized simplified staff training and system analysis.

The Results

With Proponix, the bank benefits from:

- A visibility of costs to their clients and the ability to increase service levels
- A paperless operation that plays a direct role in many areas of business growth

The bottom line: With CGI's Proponix solution, BMO is achieving scale and continued business growth in Trade Finance.