

# Case Study

# Accipiens Retail Project

Volkswagen Financial Services China

“High professionalism and good software are main requirements to a software provider. VTXRM adds a high dedication and open and transparent communication on top of this. These skills let VTXRM be the perfect solution provider to reach remarkable results in your project.”

Holger Pruessner  
General Manager at Volkswagen Finance (China)



VOLKSWAGEN  
FINANCIAL SERVICES

# Driving business value by automating processes with Accipiens

Volkswagen Financial Services China (VWFC) stands as a leading provider of financial services for the Volkswagen Group in China.

As part of their growth strategy, VWFC implemented VTXRM's software solution, Accipiens as their contract management system.

This implementation aimed to enhance operational efficiency and streamline processes within VWFC, reflecting their commitment to continuous improvement and innovation.

# The Challenge

## Performance Metrics for Growth

VWFC aimed to achieve specific performance metrics set by the Volkswagen Group, considering current portfolio and anticipated growth.

Required a scalable solution to meet immediate needs and accommodate future expansions.

## Streamlining Manual Workflows

Identified time-consuming and error-prone manual processes.

Critical need for optimization to streamline workflows, enhance efficiency, and reduce inaccuracies.

## Swift Application Processing

Required a solution to expedite daily application approval.

Essential for meeting SLAs and efficiently handling contract disbursement and activation.

Emphasis on high functionality for quick decision-making, task automation, and real-time insights.

## Comprehensive Financial Lifecycle Solution

Recognized the need for a unified, high-functional contract management system.

Aimed to streamline operations and cover the entire lifecycle of financial processes comprehensively

# Scope of the Project

2021 - 2023



## Resources Involved

The project engaged around 40+ resources, including functional consultants, technical consultants, API developers, team leaders, and project manager.

## Stream Structure

Project divided into **5 streams**: Requirement analysis, Accipiens configuration, integrations, API development, and migration.

## Functionalities Delivered

Full Business Lifecycle Management: Ensured end-to-end management of the complete business lifecycle.

Specific features and functionalities were implemented, such as income schedule, subsidy sharing, credit limit workflow, dunning letter, and more.

## Customized APIs and Integrations

Accipiens was integrated with various systems, including point of sale, scoring /decision engine, WeChat, customer portal, and more.

## Additional Integrations

Integrations with BI, banks/direct debits, documents archiving, car data, SAPFI, and others were implemented.

## Accipiens provides complete management solution

from the point-of-sale through acquisition, risk assessment, and contract management until the end of the contract, including receivables, payables, and accounting.



In my opinion, the primary key success factor is open, transparent, and honest communication. We aligned our structures and processes at the beginning of the project, ensuring common goals from the project's initiation to the go-live phase.

Additional success factor is the high quality, knowledge, and dedication demonstrated by all project members. This includes the internal teams of the client on both the business and IT sides, as well as the business analysts and developers on the VTXRM side.

From the first day we formed a team that had the common goal to be successful. Especially the dedication of the VTXRM colleagues who supported us onsite in Beijing is remarkable. The colleagues were from first day part of the team. Besides of their knowledge and professionalism, their interest in people and culture helped a lot to build a successful team.

*Holger Pruessner*  
*General Manager at Volkswagen Finance (China)*

## Key Implementation Enhancements

### Automated EOD and EOM Processes:

- Introduced Scheduler Job with Pipelines for EOD and EOM automation.
- Completed processing over a million contracts within a 3 to 4-hour window.
- Achieved a 360-degree client view and full business lifecycle coverage.

### Customized APIs

- Developed tailored APIs for integration across diverse systems.
- Systems included point of sale, scoring/decision engine, document archiving, customer portal, banks, BI, banks/direct debits, car data, residual values, and SAPFI.
- Enabled centralized product configuration and calculation engine for all channels.

### Optimized Workflows

- Streamlined and automated various processes, including new applications workflow and contract and activation workflow.
- Facilitated VWFC in meeting Service Level Agreements (SLAs).

### Cost-Effective Solution

- Implementation of Accipiens resulted in substantial cost savings.
- Replaced manual processes with automated workflows for greater efficiency and flexibility.
- Contributed to overall operational improvement.

## Benefits

The consultancy provided by the VTXRM team added significant value, leveraging expertise and industry knowledge to understand VWFC specific requirements and deliver tailored solutions. The consultancy services extended beyond technical implementation, encompassing strategic guidance, process optimization, and best practices to further enhance the effectiveness of the solution.



### Flexibility and Customization

Tailored solutions for non-core functions enabled seamless adaptability



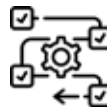
### High-Quality Delivery

Accipiens facilitated excellent service and results



### High System Availability

Accipiens ensured uninterrupted service with 24/7 availability



### Streamlined Collaboration

Effective communication and well-organized team structure



### System Stability

A stable platform enabled consistent operations without disruptions



### Onsite Team Support

Dedicated on-site support enhanced project efficiency



### Technology Solution Synergy

Integration across business lines



### Quick Response and Adaptability

Rapidly addressing issues and business requests ensured agility



### Commitment and Consultancy Value

VWFC praised VTXRM's commitment, understanding, and optimization efforts

## Results

The successful implementation of Accipiens for VWFC has paved the way for future plans and projects. VTXRM and VWFC are working together to identify new opportunities and areas for improvement.

These new projects will build on the success of the Accipiens implementation and provide VWFC with new opportunities to improve their financial services offerings and achieve their business objectives.

VTXRM will continue to provide support throughout these projects, ensuring that VWFC has access to the best possible solutions and services.