

The client



NIBC is a Dutch bank that focuses on wholesale and retail clients. NIBC offers savings products and mortgages for the retail market, and financing for commercial real estate, among other things, for entrepreneurs.

The bank was founded in 1945 as the National Recovery Financing Company and currently employs around 700 people.



The challenge

NIBC has been a user of Hyarchis Document Manager for many years, across several of its divisions. In addition to the core banking processes, external applications and the NIBC call center also used Hyarchis solutions.

When the current, on-premise version of Document Manager neared the end of its functional lifespan, the time came to switch to Hyarchis's cloud solution.

Imperative for any cloud-based solution was the need to meet the strict requirements of DNB, including in the areas of availability, certification, auditability and security.



The solution

In less than three months, Hyarchis migrated NIBC's entire document management system to the cloud, integrating integrations with all external applications that also used Hyarchis.

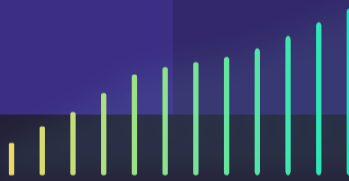
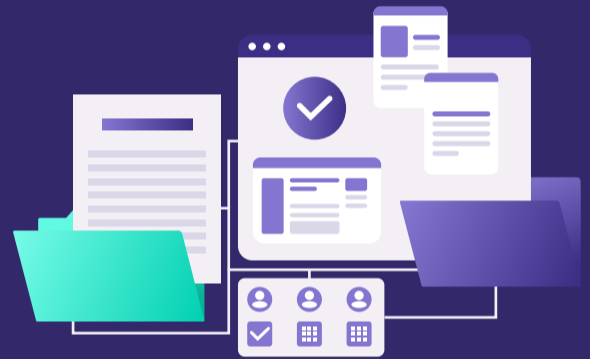


The facts

5 archives

1.5 million files

1.9 Tb of data



The result

All NIBC customer data is now stored in a central location and is always within reach. Thanks to the customization by Hyarchis, which has also taken over the management of the application from NIBC's external IT partner, business processes are now more efficient.



"Migrating a DMS to the cloud is a major operation, especially for a bank that, more than other companies, is faced with the task of handling customer data responsibly. The Hyarchis team helped us a lot in that process. Work processes have been improved, which frees up capacity for us to further improve our services to our customers."

Peter Smittenaar

Head of Retail Operations Mortgages and Savings

Want to know more?

[Hyarchis Document Manager](#)