

Easier, faster and more secure bill collection at ING Bank

“Fast, flexible and secure electronic collection system i-Collect Channel, which we brought to life with iNNOVA, has provided our company with speed, productivity, costs advantages as well as standardization.”

Ragıp Gürkan
ING Bank IT Software Development Manager



ING BANK COLLECTION SYSTEM

“Hassle-free bill collection infrastructure with i-Collect”

ING Bank was looking for a single infrastructure that would enable both communication with different institutions and collection of bills and thus decided on i-Collect. ING Bank can now process different companies’ and institutions’ bills in an easy and secure way with a single system.



One of the major players in global finance, ING Bank, started its operations in Turkey in 2008 after acquiring OyakBank. Targeting a larger share in Turkish market and utilizing the knowledge and vision of ING Group, ING Bank is one of the seven largest banks in Turkey with its 367 branch offices, 279 authorized collection centers, 825 ATMs and 24/7 Internet and phone banking services.

ING Bank collects bills belonging to 180 different companies and institutions each month. ING Bank IT

Software Development Manager Ragıp Gürkan said the following regarding their cooperation with iNNOVA: “We have collection agreements with 180 companies/institutions. We are working online with 30 of them. Prior to working with iNNOVA, we first utilized an online system in 1999 with Türk Telekom.

We decided to move on to an i-Collect system due to the developments taking place in the banking sector. With iNNOVA’s continuous development support of our institution’s projects, we were able to complete them in short periods of time. We implemented bill collection projects with Türk Telekom, Turkcell, Vodafone and Avea, all in very short periods of time.”

Easy management

Software Development Director Özgür Armağan said communication with institutions which

issued the bills became easier and the collection process became much smoother thanks to the i-Collect Channel application. He said: “iNNOVA’s Collection systems enable us to speak asynchronously with institutions. We began using an intermediary system which communicates with i-Collect instead of us, sending messages directly to the institutions. Advantages of this system to us have been asynchronous; because we have access to the i-Collect system, we have been able to process transactions and monitor and verify transactions with iNNOVA.”

“iNNOVA ALSO DEVELOPS COLLECTION SYSTEMS FOR INSTITUTIONS ISSUING INVOICES, WHICH HELPED US COMPLETE BANK PROJECTS MORE EFFICIENTLY.”

Problem-free infrastructure

ING Bank collects payments of bills issued by Avea, Telekom, Turkcell, Vodafone and Bilyoner through the iNNOVA i-Collect Channel application. Ragıp Gürkan highlighted that collection systems must have a reliable infrastructure; further commenting on the value and benefit that iNNOVA provides to the company, Gürkan said: “The i-Collect solution provides us with a problem-free infrastructure. iNNOVA has extensive knowledge which stems from its close relations with telecommunication companies and other institutions. This system helped us tap into their accumulated knowledge.”

Speed and security

Software Development Director Şükrü Bal talked

AT A GLANCE...

PROJECT OBJECTIVE

- Instant follow-up of collection transactions through existing management screens,
- Error-free collection transactions,
- A single-system solution for the collection transactions of different institutions/companies.

SOLUTION INFRASTRUCTURE

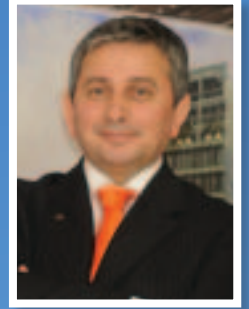
- Implementation of i-Collect Channel Electronic Collection System

RESULT

- Collection process became reliable and productive while operation costs decreased,
- A single payment infrastructure was formed for software to be developed by the bank itself,
- Problems resulting from complex institutional systems were solved,
- Higher security and easier maintenance thanks to a unified collection system and database.

"Adopting i-Collect system solved all of our previous problems. We are happy to be working with iNNOVA and have won't hesitate to voice our satisfaction with iNNOVA."

Ragıp Gürkan, ING Bank IT Software Development Director



"iNNOVA started working with ING Bank on the collection of bills issued by Türk Telekom. This was a project we attached a great deal of importance to. Over the years we've worked with ING Bank on many different projects and we are still working as meticulously as we did on our first day we started. We hope to further increase our cooperation."

İbrahim Sert, iNNOVA Financial Transaction Applications Project Manager

FUTURE READY SOLUTIONS

ING BANK

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iNNOVA

iNNOVA IT Solutions, Turkey's leading software integrator, provides platform independent IT solutions and services to enterprises in the telecommunications, finance, manufacturing, public and service industries with a professional staff of 350. iNNOVA is ISO 9001:2000 certified and our installed base of systems provide service to more than 250 million subscribers and process more than three billion transactions a year. Founded in 1999, iNNOVA has joined the Turk Telekom group of companies in 2007. The company operates out of offices in Istanbul, Ankara, Izmir and Dubai.

www.innova.com.tr
info@innova.com.tr

istanbul office:

ITU Ayazaga Kampusu
Teknokent ARI 1 Binasi
34469 Maslak
tel: +90 212 286 44 10
fax: +90 212 286 44 02

ankara office:

ODTU Teknokent İkizleri
Ar-Ge Binasi A1 Blok
06531 ODTU
tel: +90 312 210 16 86
fax: +90 312 210 16 96

dubai office:

Dubai Internet City
Building #12, No: 207-208
502318 Dubai - UAE
tel: +971 4 390 16 46
fax: +971 4 390 87 23

