

INTRO

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Frank van Geffen


Business Analyst at Rabobank Nederland
Utrecht Area, Netherlands | Banking

Huidig **Bestuurslid NGL Regio Utrecht** bij **NGL** 
Business Analyst bij **Rabobank Nederland** 
Vorig **Procesmanager** Interpolis bij **Sogeti Nederland BV** 
Business Analyst AEN-AMRO bij **Sogeti Nederland BV** 
Procescontroller bij **Rabobank Oosterhout** 
[alles bekijken](#) 


Opleiding **University of Tilburg**





Connecties **221** connecties

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Huidig **Bestuurslid NGI Regio Utrecht bij NGI** 

Vorig **Business Analyst bij Rabobank Nederland** 
Procesmanager Interpolis bij Sogeti Nederland 
Business Analyst ABN-AMRO bij Sogeti Nederland BV 
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Connecties **221 connecties**
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The screenshot shows the Rabobank website homepage. At the top, there is a search bar and navigation links for 'Inloggen', 'Klant worden', 'Particulieren', 'Bedrijven', 'Private Banking', 'Producten', 'Advies', and 'Klantenservice'. Below the navigation bar, there are several promotional banners. One banner features a family and the text '1 op de 4 huizenbezitters heeft een hypotheek bij de Rabobank.' Another banner shows a smartphone with the text 'Let op! Geld lenen kost geld...' and 'Rabo Mobiel: keuze uit gratis smartphones'. A third banner mentions 'Twitter uw spaardoel van vroeger en wilt'. On the right side, there is a 'Nieuws' section with links to 'Rabobank wilt gouden award', 'Campagne Pas op je pas', 'Fraude via telefoon en e-mail', 'Acties en aanbiedingen', and 'Meer nieuws...'. At the bottom, there are links for 'Disclaimer', 'Privacy', 'Veiligheid', 'Toegankelijkheid', 'English pages', 'Awards', and 'Sitemap'. The Rabobank logo is visible in the top left corner of the website.

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A screenshot of the Rabobank website. The top navigation bar includes links for "Inloggen", "Klant worden", "Particulieren", "Bedrijven", "Private Banking", "Internebankieren", "Beleggen", "Producten", "Advies", and "Klantenservice". The main content area features several promotional banners: "1 op de 4 huizenbezitters heeft een hypotheek bij de Rabobank.", "Let op! Geld lenen kost geld...", "Twitter uw spaardoel van vroeger en wilt", and "Rabo Mobiel: keuze uit gratis smartphones". A "Nieuws" section lists items like "Rabobank wilt gouden award" and "Campagne Pas op je pas". The footer contains links for "Disclaimer", "Privacy", "Veiligheid", "Toegankelijkheid", "English pages", "Awards", and "Sitemap".

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Rabobank

Home Internetbankieren Beleggen Producten Advies Klantenservice

Inloggen Klant worden Particulieren Bedrijven Private Banking

geld

Nieuws

- Rabobank wilt gouden award
- Campagne Pas op je pas
- Fraude via telefoon en e-mail
- Acties en aanbiedingen
- Meer nieuws...

Rabobank. Een bank met ideeën.

for the
experience
his new

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Rabobank

Inloggen | Klant worden

Particulieren | Bedrijven | Private Banking

Home | Internetbankieren | Beleggen | Producten | Advies | Klantenservice

Home | Aanvragen

geld

Nieuws

- Rabobank wilt gouden award
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Rabobank. Een bank met ideeën.



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Frank van Geffen
Business Analyst at Rabobank Nederland
Utrecht Area, Netherlands | Banking

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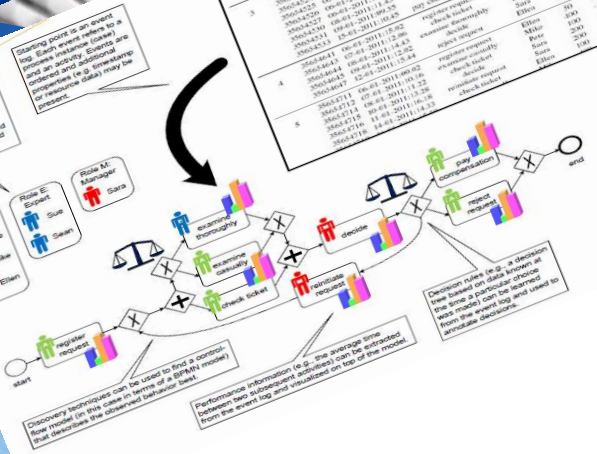
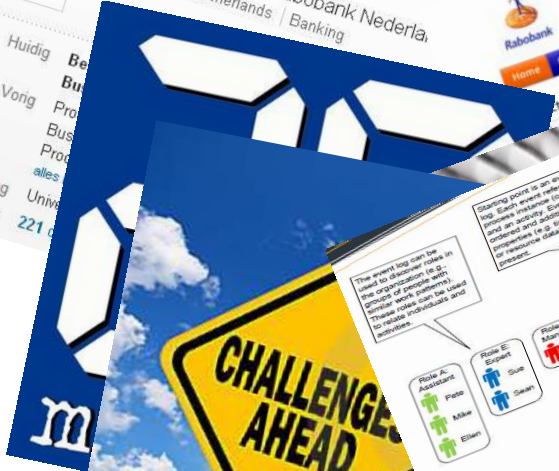
Rabobank
Home Internetbankieren Beleggen Producten Advies Klantenservice

Inloggen > klant worden
Particulieren > Bedrijven > Private Banking

Zoek... Vestingen
Nieuws Vakanties
Borsmaing Over Rabobank
Leden

Nieuws
> Rabobank wilt groeien aaward
> Campagne Pas op je pas
> Frisdrank via telefoon en e-mail
> Acties en aanbiedingen
> Meer nieuws...

Rabobank. Een bank met ideeën.



ID	Timestamp	Activity	Role	Duration
1	2004-04-15 10:12:00	check request	Mike	100
2	2004-04-15 10:15:00	approve request	Sean	200
3	2004-04-15 10:18:00	decision	Ellen	150
4	2004-04-15 10:20:00	pay compensation	Mike	300
5	2004-04-15 10:25:00	report request	Sean	100
6	2004-04-15 10:30:00	check request	Mike	100
7	2004-04-15 10:35:00	approve request	Sean	200
8	2004-04-15 10:40:00	decision	Ellen	150
9	2004-04-15 10:45:00	pay compensation	Mike	300
10	2004-04-15 10:50:00	report request	Sean	100

INTRO

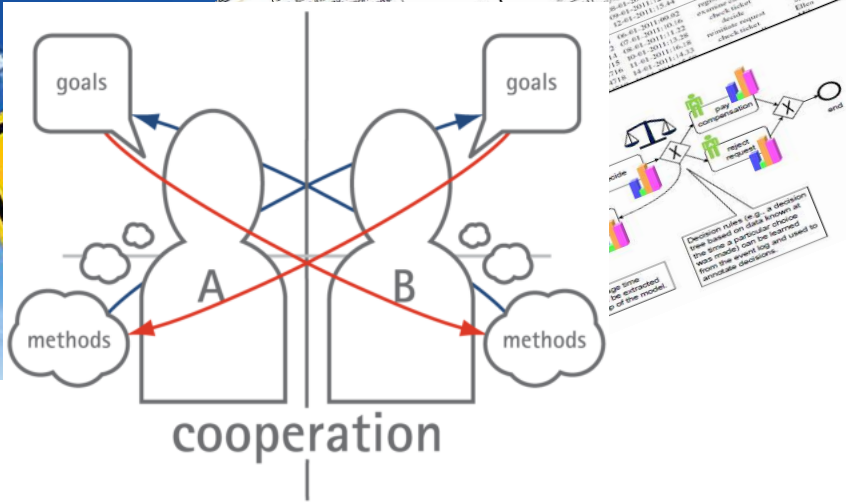
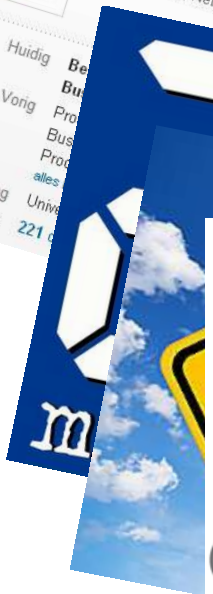
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Rabobank
Inloggen | klant worden | Particulieren | Bedrijven | Advies | Klantenservice
Home | Internetbankieren | Beleggen | Producten | Rabobank

	check ticket	check ticket	check ticket	check ticket	check ticket
1	20044465	09-12-2010 14:22	customer quality	check ticket	100
	20044467	09-12-2010 14:26	customer quality	check ticket	100
	20044468	09-12-2010 14:26	customer quality	check ticket	100
	20044469	09-12-2010 14:26	customer quality	check ticket	100
	20044471	09-12-2010 14:32	customer quality	check ticket	100
	20044472	09-12-2010 14:36	customer quality	check ticket	100
	20044473	09-12-2010 14:36	customer quality	check ticket	100
	20044474	09-12-2010 14:36	customer quality	check ticket	100
	20044475	09-12-2010 14:36	customer quality	check ticket	100
	20044476	09-12-2010 14:36	customer quality	check ticket	100
	20044477	09-12-2010 14:36	customer quality	check ticket	100
	20044478	09-12-2010 14:36	customer quality	check ticket	100
	20044479	09-12-2010 14:36	customer quality	check ticket	100
	20044480	09-12-2010 14:36	customer quality	check ticket	100
	20044481	09-12-2010 14:36	customer quality	check ticket	100
	20044482	09-12-2010 14:36	customer quality	check ticket	100
	20044483	09-12-2010 14:36	customer quality	check ticket	100

Nieuws
Rabobank wilt groeien aaward
Campagne Pas op je pas
Fraude via telefoon en e-mail
Acties en aanbiedingen
Meer nieuws...

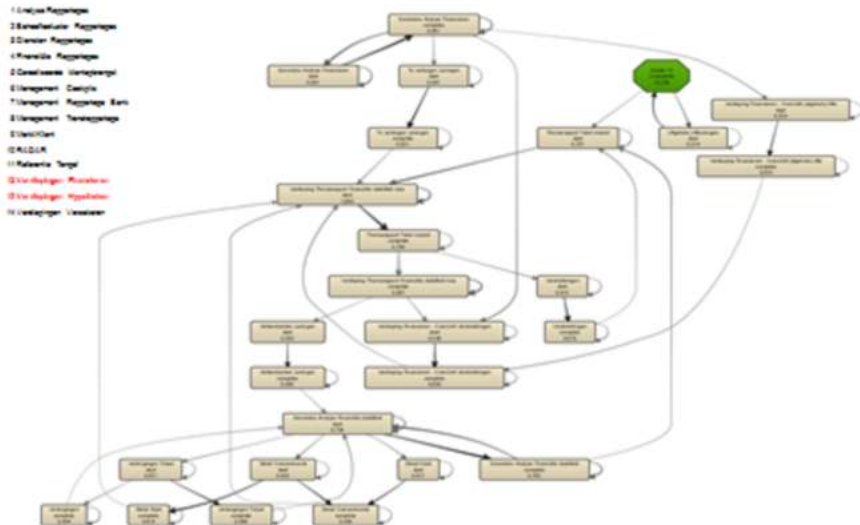
Rabobank. Een bank met ideeën.



Experience

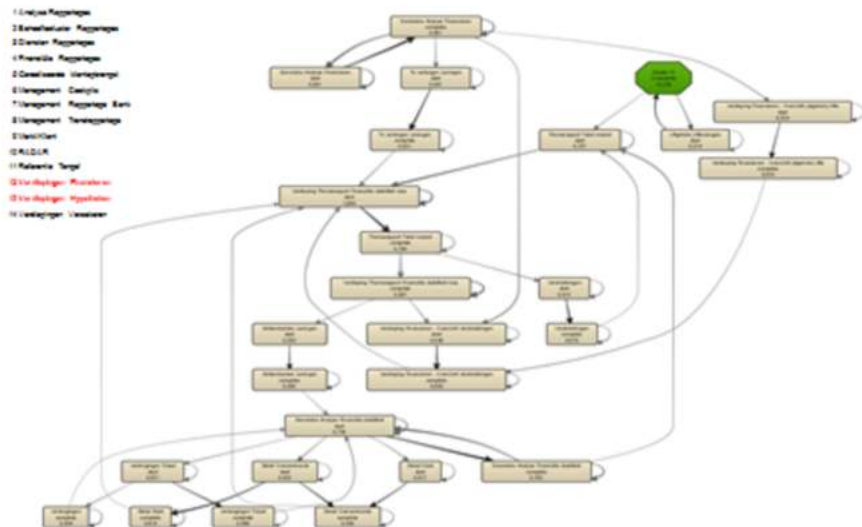
Experience

Report usage at the local banks (oct. 2009)



Experience

Report usage at the local banks (oct. 2009)



Click behavior Rabobank Internet investment banking



Experience

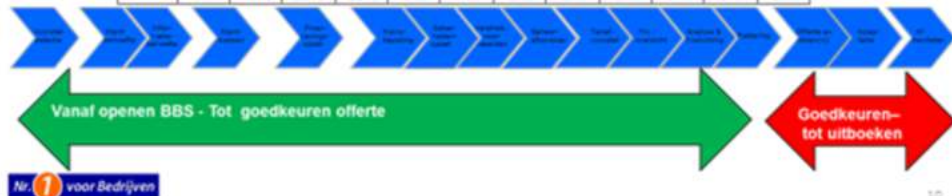
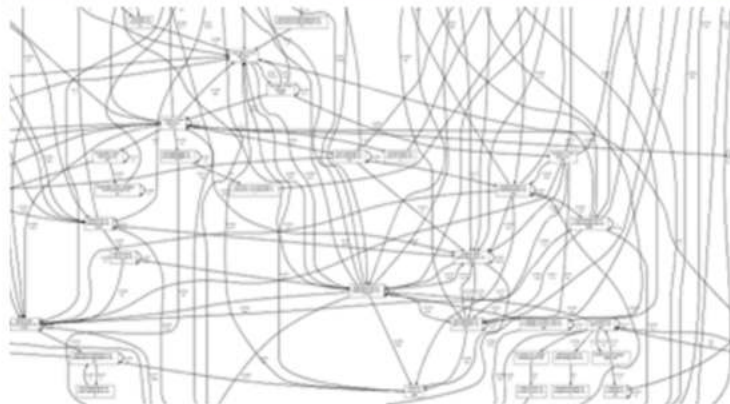
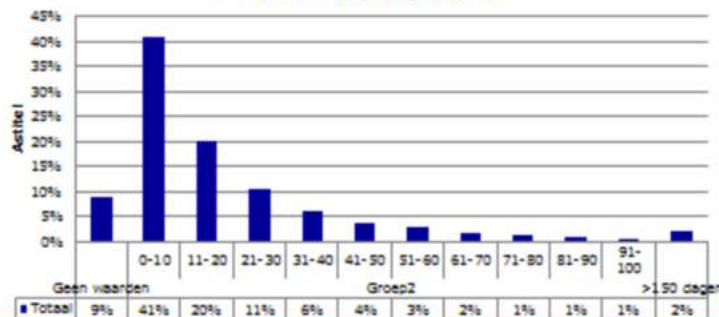
Report usage at the local banks (oct. 2009)

Click behavior Rabobank Internet investment banking



Offering loans to company clients

Throughput times handling loan offer request (Q1,Q2,Q3)



Rabobank Groep

Experience

Report usage at the local banks (oct. 2009)

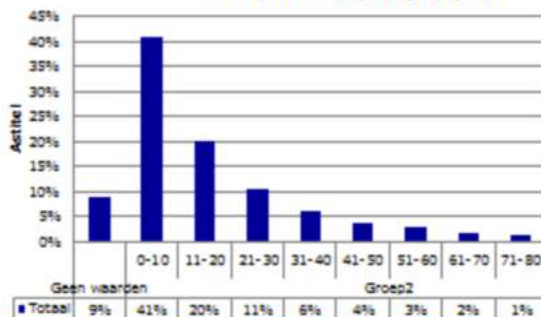
Click behavior Rabobank Internet investment banking



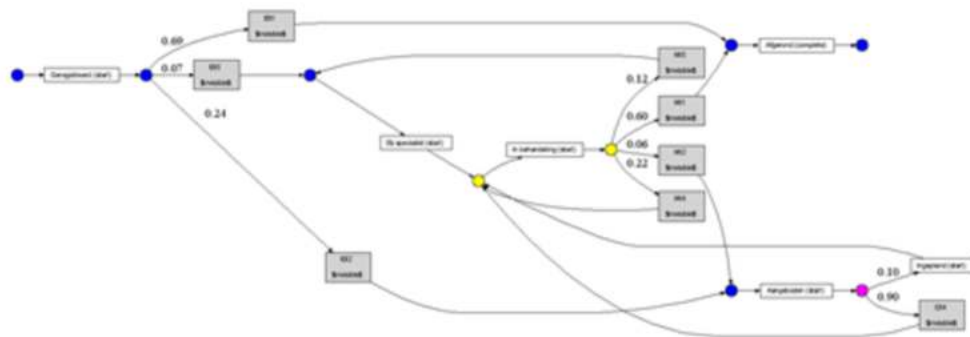
- 1. Loozen Regio
- 2. Breda/Leiden
- 3. Dordrecht
- 4. Groningen Regio
- 5. Groningen Regio
- 6. Groningen Regio
- 7. Groningen Regio
- 8. Groningen Regio
- 9. Groningen Regio
- 10. Groningen Regio
- 11. Rabobank Regio
- 12. In de regio's
- 13. In de regio's
- 14. In de regio's

Offering loans to company

Throughput times handling loan request (Q1,Q2,Q3)



HRM questions and complaint handling (2010-2011)



Waiting times:
■ High
■ Medium
■ Low

Bottleneck analysis



Nr. 1 voor Bedrijven

Experience

Click behavior Rabobank Internet banking

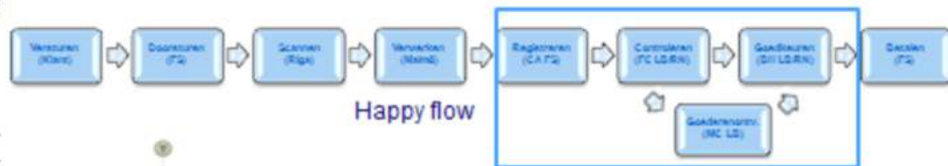


Report usage

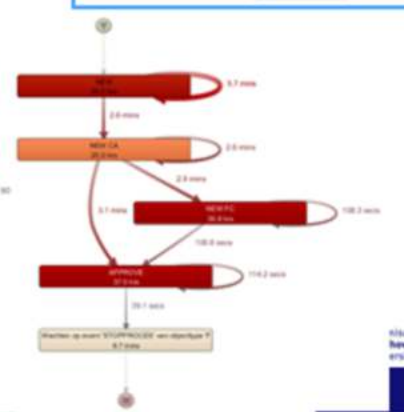
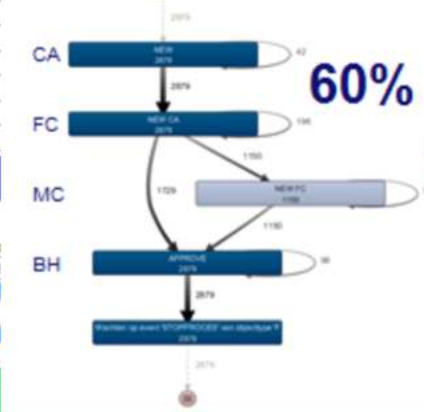
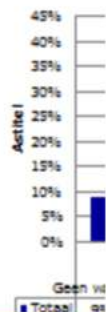
Analysis of invoice handling

Offering

complaint handling (11)



Happy flow



analysis

Page 4

- 1. Loozen Regel
- 2. Samenstellen
- 3. Doorkomen Regel
- 4. Prioriteit Regel
- 5. Doorkomen V
- 6. Uitgevoerd C
- 7. Uitgevoerd H
- 8. Uitgevoerd V
- 9. Uitgevoerd
- 10. ALLEN
- 11. Rabobank Reg
- 12. In de wacht V
- 13. In de wacht V
- 14. In de wacht V



Challenges

Challenges

Dater Qwality?

Whassat?

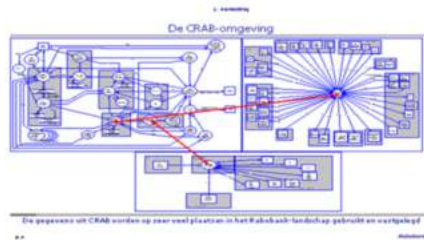
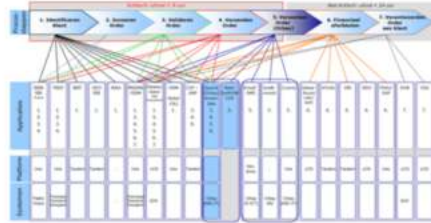


Challenges

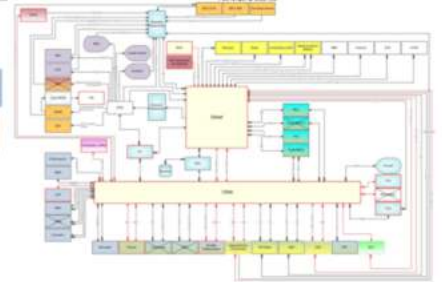
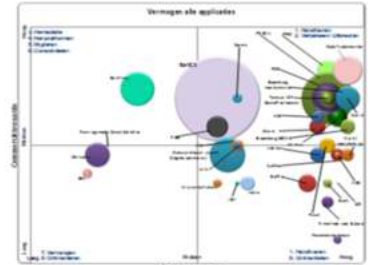
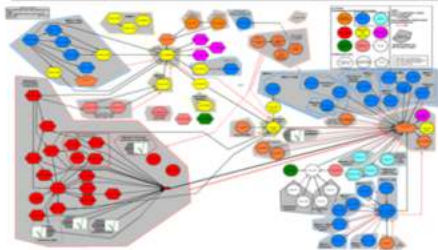
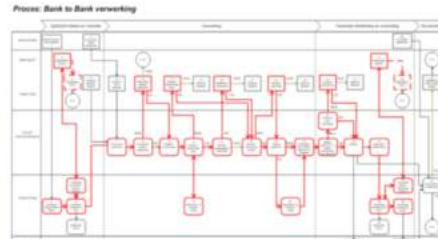
Data Quality?



Complexity



De gegevens uit CRAB worden op een veelplekster in het Kabach-landscap gebruikt en vertoef



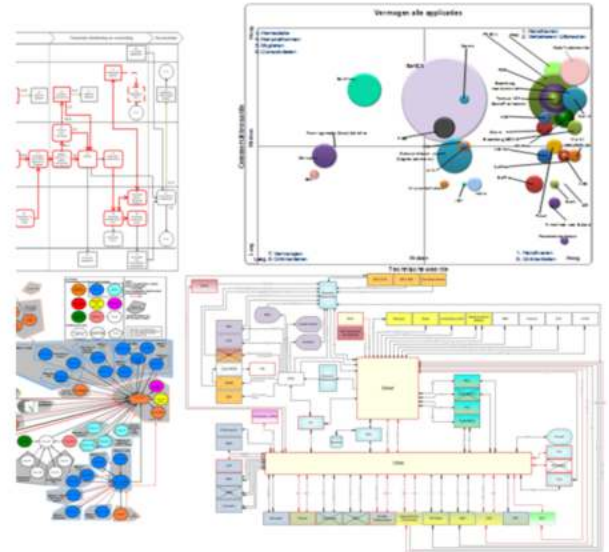
Challenges

Data Quality?



Complexity

Big Data

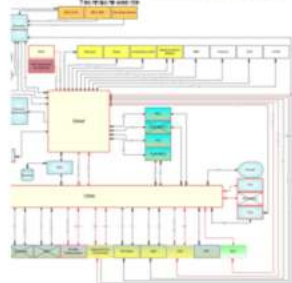
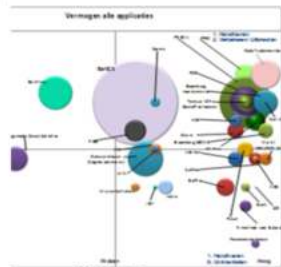


Challenges

Data Quality?



Fiduciary (trust)



Challenges

Dater Qwality?



PRIVACY
VOEL JIJ JE
VEILIGER
ALS IK ALLES
VAN JE WEET

Loesje

(trust)

ROWED
← MORTGAGE



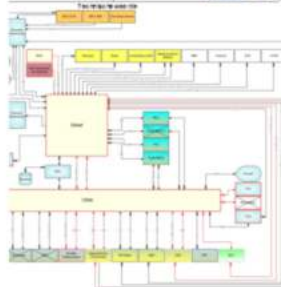
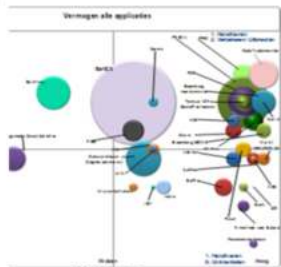
BORROWED
CREDIT CARD BALANCE



ROWED
TO BAIL OUT
EVERAGED
INOMY



BORROWED
TIME



Challenges

Data Quality?



PRIVACY **(trust)**

VO
VEI
ALS
VAN

Transmission Security

Financial Security



Complete



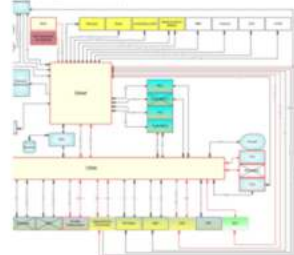
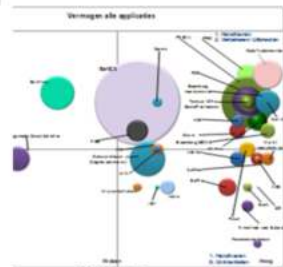
Security



Data Security

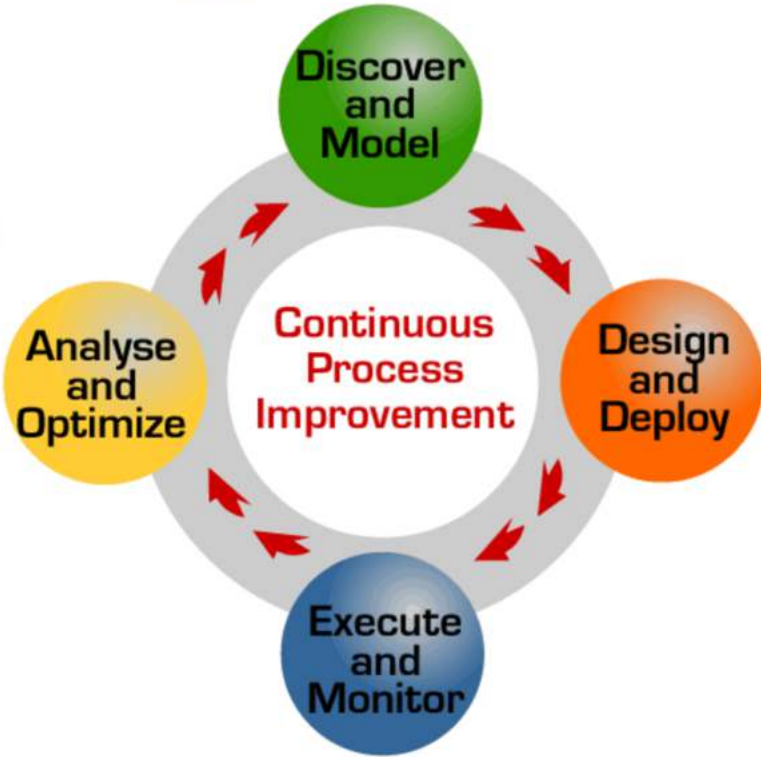


Staff Security

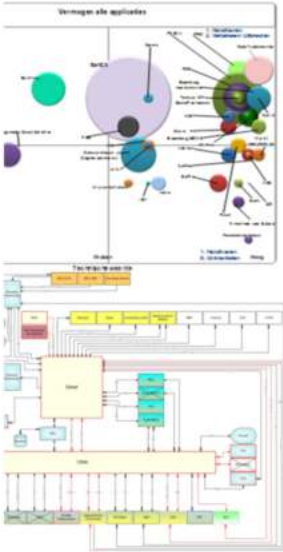


Challenges

Dater Q



(trust)



Challenges

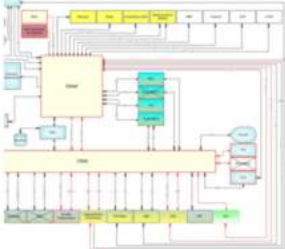
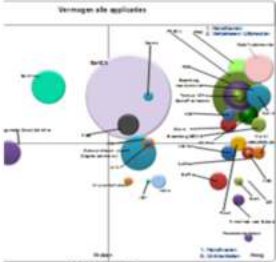
Dater Q

Discover and Model

(trust)

Process control

Analyse and Optimize



Challenges

Dater Q

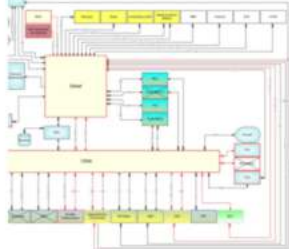
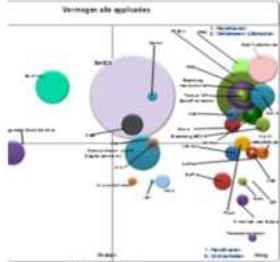


Process control



BECOME A SPONSOR

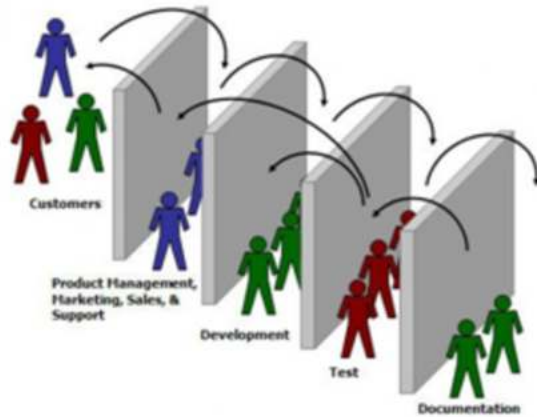
(trust)



Added value of process mining

Added value of process mining

Improve customer experience (predictability)

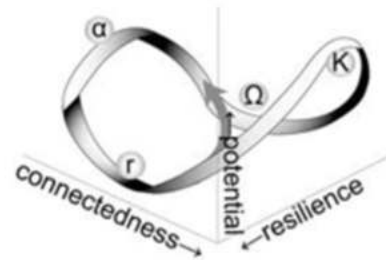


Added value of process mining

Improve customer experience (predictability)



Stay lean and agile (adaptability)



Added value of process mining

Improve customer experience (predictability)



Stay lean and agile (adaptability)



Stay in control (traceability)



Questions

