

CASE STUDY

Implementation of the REcommerce process at Santander Bank

COMPANY



CHALLENGE

The main challenge for SANTANDER Bank was to develop an effective internal sales channel for depreciated electronic equipment. It was necessary to create a process that would not only ensure the effective sale of used equipment, but also enable the bank's employees to conveniently and easily purchase fully valuable items at low prices. In addition, it was necessary to ensure that the entire process was clear and easy to use to encourage active user participation. Therefore, the Bank decided to use the REcommerce process, which allows the purchase and sale of old (but fully valuable) goods via an e-commerce platform created only for this purpose.

SOLUTION

Santander Bank has decided to introduce an integrated internal sale process on the Silentclicks.com platform. This process involves several stages – from uploading data to the auction system, through pre-emption for employees, to public auctions for other users. The advanced sales process integrated with Santander Bank's Active Directory and Remedy systems enabled the automation of many processes, such as generating offers or reporting results, which greatly facilitated the management of the entire process.

BENEFITS

- Avoiding the unnecessary costs of disposing of depreciated computer equipment
- Generating additional revenue from the disposal of redundant equipment
- Strengthening employee satisfaction with bargain purchases of fully valuable equipment

Project in numbers

400 tons of CO2e will be saved for the environment

10,000+ auction system users

5 months of preparation for implementation

About SANTANDER

Santander Bank Polska SA – universal bank headquartered in Warsaw. The third bank in Poland by the value of assets and third. In terms of the number of outlets. Since 2011, it has been part of the Spanish Santander Group.



"We started cooperation with INNOKREA because of its high engineering competence and experience in the development and implementation of IT solutions. The team showed great commitment and skills needed to implement the project. We recommend them for the implementation of demanding IT projects, where time, problem-solving skills and the experience of engineers are of the essence."

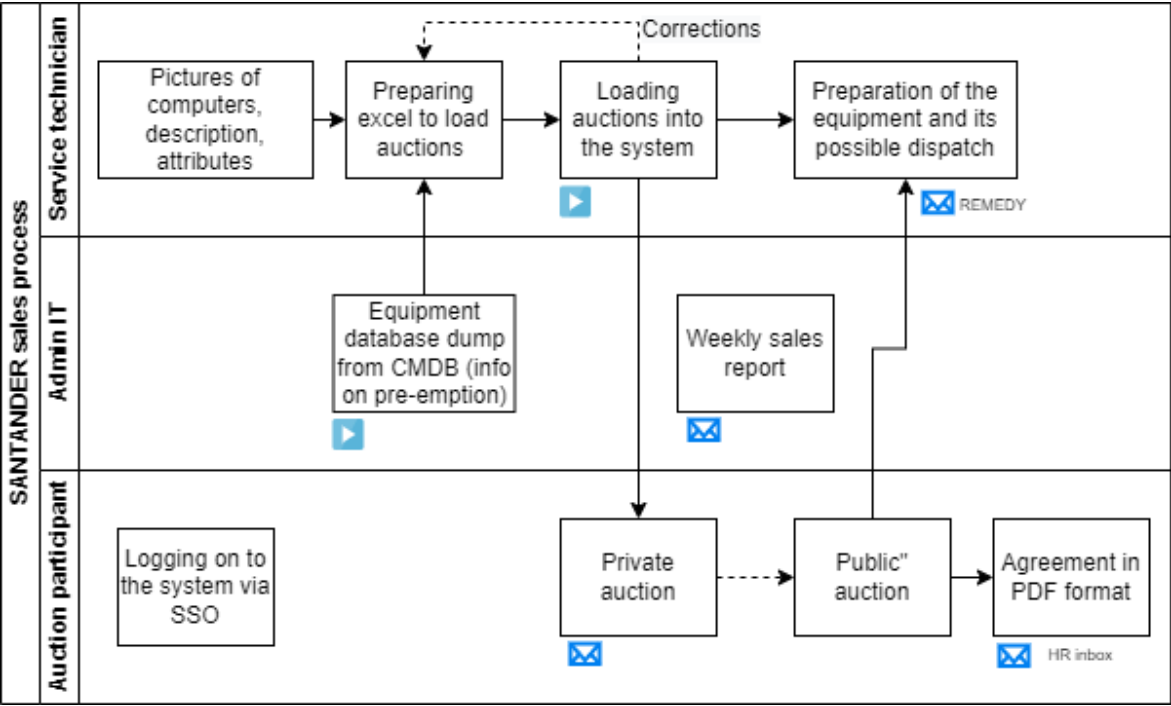
Michał Behan

Head of IT Operations
Santander Bank Polska

CASE STUDY

Implementation of the REcommerce process at Santander Bank

PROCESS



EFFECT

The implemented banking REcommerce process is in line with the idea of sustainable development. It allows to extend the life cycle of electronic equipment, which reduces waste generation and reduces the burden on the environment. The production of 1 new laptop generates a carbon footprint of at least 200 kilograms of CO2e (carbon dioxide equivalent), so reusing 2000 laptops for private purposes (instead of disposing of them) saves an estimated 400 tons of CO2e for the environment.

The bank's profit from the sale is donated to charity. The bank also plans to use the auction system to sell other items (e.g. furniture, car fleet) and to conduct internal charity auctions.