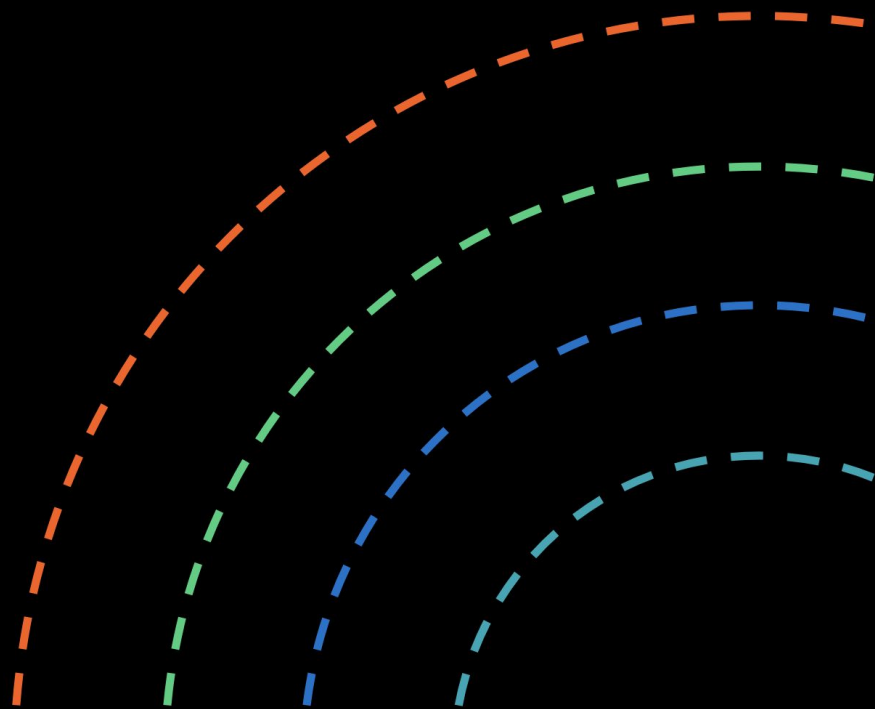




Example Camunda Use Cases

July 11th, 2023



Customers we've helped

Financial Services



Insurance



Telecom



Media



Transport & Logistics



Technology



Manufacturing



Public Sector



Omnichannel at Desjardins



Use cases

1

Human-centric/hybrid end-to-end IT/business processes

Positioned and used

Ex. Enterprise account opening, Signatory change and other omnichannel Business Processes

2

System-centric end-to-end IT/business processes

Positioned and used

Ex. Electronic Payment Transfer Modernization

3

API/Microservices orchestration

Currently under evaluation

4

Case management

Currently under review, often considered as vertical market solution



Open a business account

Submit your request for a business account



Fill out the form online
in only 5 minutes.



An advisor will call
you.



They will help you
select an account and
finalize the account
opening process.



Become a Desjardins member.

Speed up the account opening process

If you are the contact person for this request, log in to
your **AccèsD account for individuals**. Your personal
information will be entered automatically.

[Cancel](#)

[Fill out the form](#)

[Log in](#)

To fill out the form faster, have your **Québec enterprise number (NEQ)** on hand. You can search for it on the

[Registraire des entreprises du Québec](#) website.

Talk to
an expert



Get quick access to the help and
advice you need

[Call me](#)



Sécurité
garantie à 100 %

Your information is protected
All our forms are secure and the
personal information you send will
only be used for the purpose of
responding to your application.
Learn more about [security](#) and
[privacy](#).

Desjardins: Migration to Camunda



Legacy BPMS to Camunda : What triggered the change?



Monolith Platform

- Hard to scale, resiliency
- Costly in time and money to scale, resiliency
- Platform state kept in multiple places (File system and database)



Mutualized Platform

- Single platform across the organization
- Large impact when it's down



Integration difficulties

- Not based on a microservices architecture
- Hard to integrate with external UI/UX
- End users complaints



Hard to update

- 6-9 months to update
- Cold backup each week (downtime)
- Less flexibility in process deployment



Proprietary in every way

- Proprietary BPMN
- Proprietary code
- Specialized developers
- No DMN support
- No active community
- Limited in supported use cases



Cloud and CI/CD vision

- No clear vision of what should be a BPMS deployed in the cloud
- Incompatible with market CI/CD tools



Facts about our legacy BPMS system



- Used in the organization for the past 9 years
- Vendor off-the-shelf BPMS
- On premise installation
- Processes are spread across three divisions (Insurance, Wealth Management, Banking services)

1.3 million long running process instances in 2021

4300 end users

19 processes

Duration between 1 minute and 6 months

30 endpoints

Situation: Limited by a legacy BPMS that lacked the flexibility and insights needed to drive their transformation.

- Gaining insights and control over business processes is a C-level directive
- Finding a technology that provided process automation, and microservices orchestration with today's technologies in mind

Impact: Better experiences for customers and employees.

- Transitioning to Camunda to orchestrate omni-channel end-to-end business processes across all lines of business (for example, insurance, wealth management and banking services divisions)
- 19 hybrid processes that span people and systems, including 30 endpoints that they connect to
- Use advanced workflow patterns including message exchange, parallel tasks, and separation of duties



Case Study

Zalando adds transparent and predictable order fulfillment at scale... stay calm and shop online

Challenge

Zalando is Europe's largest online platform for fashion, partnering with over 1500 brands in 15 European markets. Since 2014, every order placed by Zalando's 16 million customers has been executed by Camunda. Zalando needed to replace a homegrown system that was inflexible and difficult for business stakeholders to use.

Solution

Seamless integration with the existing Java infrastructure was a key reason Camunda was chosen to drive order execution within 300 milliseconds – even at scale. Simple configurability and process transparency that can be updated as requirements change drove Zalando's choice of Camunda.



300 milliseconds

Process execution time for order completion at scale



144 million

Annual online orders processed by Zalando using Camunda



Clarity

With documented processes that align technical reality and business expectations



“ *Camunda's open platform supports our individual needs in a way that closed BPM suites just cannot achieve. Our BPMN process models are executed directly, which improved communication between business and development, which also shortens development cycles.*

Marko Lehn
Software Engineering
Team Lead
Zalando

Example: Goldman Sachs



Presentation by Javier Sabino Rubio, CTO Architecture, Goldman Sachs

CCS
2022



Camunda Adoption in the Firm through our Platforms

GS Uses Camunda Platform and Camunda 8 to Provide Workflow Solutions to the Whole Firm



Zeebe Inventory						
#	cluster	id	env	layout	version	HEALTH
5	CDS	cde-usr-cluster3	UAT3	small	1.2.4	3 G E C O
6	CTIL	ctil-dev-cluster1	DEV1	small	1.2.4	3 G E C O
7	CWM	cwm-dev-cluster2	DEV2	small	1.2.4	3 G E C O
8	CWM	cwm-dev-cluster3	DEV3	small	1.2.4	3 G E C O
9	GR	gr-dev-cluster2	DEV2	small	1.2.4	3 G E C O
10	ICOM	icomm-dev-cluster1	DEV1	small	1.2.4	3 G E C O
11	LEX	lex-dev-cluster1	DEV1	small	1.2.4	3 G E C O
12	LEX	lex-dev-cluster2	DEV2	small	1.2.4	3 G E C O
13	PAYMENTS	payments-dev-cluster1	DEV1	small	1.2.4	3 G E C O

300
Camunda BPMN
engines deployed

30
Camunda 8
clusters in Dev

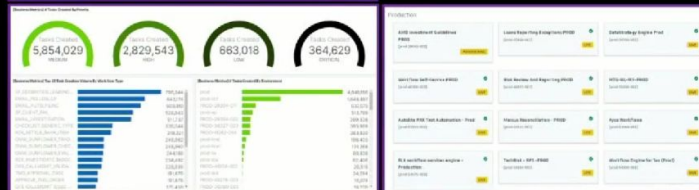
6500
BPMN models
deployed

65K
Unique Users
per year

6 Million
Manual Tasks
weekly



15 Teams
Exploring Camunda 8
(non prod)



Situation: Post Merger to build an Omni-Digital Account Opening solution to allow clients to allow clients to start, stop, and finish an application via any channel or any device.

Looking for a lightweight workflow engine with cloud ready (containerized). DevSecOps ready as well as ability to utilize solution different ways as needed.

Post Merger of cultures, resources, technology made things extremely complex.

Impact: Provide internal resources the ability to create a nationally recognized, differentiated client origination experience across all channels.

Lower the amount of work, development, and resources that were needed to provide the best products and services that external customers could consume however they choose to approach the institution.

Lower costs for development, and resources to achieve these goals



Why Camunda

- Standards-based implementation of workflow using BPMN
- Flexibility in deployment (stand alone, embedded, shared; cloud agnostic)
- Support for DevSecOps with CI/CD tools such as GitLab/Jenkins
- Out of the box reporting and analytics
- Cloud native ability and easily deployable agnostic of cloud provider.

On-Demand Recordings

CamundaCon 2022

The Process Orchestration Conference



How Decathlon Renovated Its
Seven-Year-Old Order
Manager in One Year with
Camunda

Anthony Callaert, Decathlon

Pension Automation at the
Department of Veterans
Affairs: Expediting Benefits
Delivery from Months to
Minutes

Daniel Ragan & Tim Carrico, Booz Allen
Hamilton

Using a Platform Architecture
with Camunda to Solve Omni-
channel Digital Experiences
in Retail

Navdeep Singh, Walmart

Ramping up Camunda Usage
at NBC: Successes and
Failures

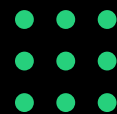
Felix Carrier & Tarik Choufa, National
Bank of Canada

A La Carte Workflows Puts
the Power in the Customers
Hands

Kenny Dang & Howard Chang, First
American

Insurance Cloud Native
Application with Camunda,
AWS and SpringCloud

Kennedy Chengeta, KaribuTech AI



Thank you!

