



# ARGENTA

# case study.

**five°degrees**

the fintech engineers

# Argenta.



Matrix midoffice and Matrix accounts are core components of the digital banking platform that is enabling customers of Argenta to carry out their banking transactions digitally.

Argenta is a banking and insurance group operating across Belgium, the Netherlands and Luxembourg. In the Netherlands it has approximately 300,000 customers and 750 mortgage intermediaries with a mortgage portfolio worth approximately €17bn and €2.5bn in deposits.



## aims of the project.

In 2015, Argenta recognised that there was room for growth in business volume and in its range of services if it could operate as a modern digital bank that could respond quickly to market demands, explains ICT manager, Bart Zacht.

“We wanted to introduce a new, future-proof platform,” he recalls. “The platform had to support continuous development and allow us to easily add new functionality. We wanted the ability to bring new services and products to market quickly, reinforcing our status as a modern bank that meets the needs of its customers. We also wanted to accelerate the implementation process, which was only possible by using proven technology.”

- Bart Zacht

# selection process.

There were several qualification criteria for the vendor selection process. Argenta placed particular emphasis on proven technology and finding a solution that could be implemented in the Dutch market in compliance with national laws and regulations. Other important considerations included flexibility, data management, security and scalability.

Following a comprehensive review of the options available, it was determined that the Matrix digital banking platform was the best match for its requirements.



*Bart Zacht, Manager ICT Argenta,  
The Netherlands*

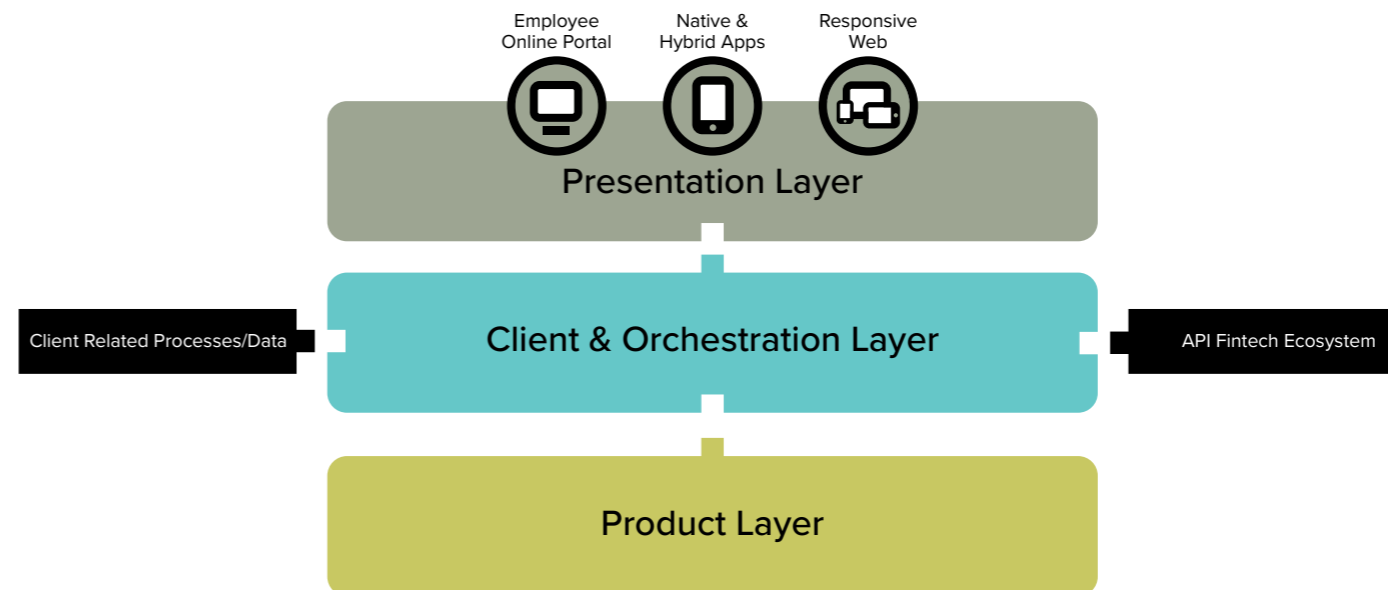
# implementation.

Matrix midoffice is the banking operating system through which the integrated customer profiles are maintained and banking processes are automated to a high degree. The core banking component is based on Matrix accounts.

One of the main reasons for choosing Matrix mid and Matrix accounts was the ability to create a unified platform, explains Zacht.

“A separate integration layer between the core banking system and the banking platform was not necessary, but the solution remains as close as possible to an integral standard solution. The architecture allows us to integrate other services, both at the front end and at the back end.”

- Bart Zacht





# implementation.

Argenta chose for a greenfield approach to create a completely new digital bank, with all the conceivable functionalities that are needed to operate competitively.

The new environment is focused on the integrated customer profile rather than on the bank's products and in this structure, new services provided by customers or third parties can be added much more easily and quickly.

The new banking platform was delivered by a consortium of Schuberg Philis, an IT company specialized in digital transformation, five°degrees and Boondoggle, a design and communications agency which built the front end. Schuberg Philis was responsible for the integration, testing and implementation of all applications and interfaces as well as daily application management.

“The new digital bank for Argenta Netherlands was set up very quickly,” says Zacht. “From the start of the project to the launch of the platform in September 2016 it only took 11 months, so less than a year. This is a very short time frame for such a comprehensive implementation and migration process where we have renewed everything from the public website to the secure web environment to the core banking system. You can only achieve so much in such a short period of time if every stakeholder is fully involved and committed.”

- Bart Zacht

# relation with five°degrees.



The Matrix digital banking platform has improved on existing processes by considerably simplifying the customer process. In addition, with Matrix, Argenta has a system where it can keep all customer information in one place, thus creating a single, secure version of the truth.

Zacht says that after the project went live, Schubergh Philis does the continuous development of Matrix whilst securing to tap into five°degrees' expertise.

Further enhancements to the platform are planned and Zacht affirms the bank would definitely work with five°degrees again in the future.

“five°degrees will certainly be on our radar in the future with regards to possible new developments.”

- Bart Zacht





# for more information.

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