



CUSTOMER STORY

PIONEER IN ALL THINGS CLOUD

DONNER & REUSCHEL

DONNER & REUSCHEL breaks new ground with Computacenter and a cloud-only strategy

SERVICES

- Strategy & Advisory
- Zero Data Center
- Cloud-first Client
- User Adoption Portal
- Security

USER EXPERIENCE

- Enabled modern workstyles
- Greater agility and mobility
- Better communication and collaboration

BUSINESS IMPACT

- Full ability to work at customer sites and from home
- Reduced administration
- Cost reduction

OBJECTIVE

The clientele of a private bank has exclusive demands. So DONNER & REUSCHEL aimed to create a modern and future-oriented work platform when redesigning its infrastructure – not shying away from disruptive technologies. The digital workplace should not just be a buzzword for the bank. “Our declared goal is to create innovation through IT,” emphasises Andreas Weinberger, IT Division Manager at DONNER & REUSCHEL.

SOLUTION

Computacenter supported DONNER & REUSCHEL at the early stage in planning its IT strategy. Jointly they considered the options for renewing the infrastructure – both in the bank’s own data centers and in the cloud. Banking in the cloud was still largely uncharted territory. A solution proof-of-concept made it clear: this should be a completely mobile working environment based on Microsoft 365, Intune and Azure with a ‘zero data center’ strategy. On the hardware side, notebooks and tablets from Microsoft’s Surface series and the Apple iPhone were chosen.

RESULT

Banking in the Cloud? Yes, it works! DONNER & REUSCHEL’s users have a state-of-the-art working environment on up-to-date hardware and can work efficiently with the new functions. By switching to a cloud solution, the bank was able to view and implement all regulatory requirements in an application-specific manner. “During the planning phase in 2017 nobody could have guessed that a pandemic in 2020 would block our way to the office,” says Alexander Fuchs, Lead Consultant at Computacenter. “During the Corona crisis, our users were seamlessly mobile – this alone made the project worthwhile,” applauds Andreas Weinberger.





The only thing we couldn't digitise was the corridor to the safe – employees can now do everything else remotely.

**Alexander Fuchs,
Lead Consultant,
Computacenter**



OBJECTIVE

Renewal of the IT infrastructure

The private bank, which has offices in Hamburg, Munich and Kiel, focuses on close, personal contact with its customers and places them at the centre of its services. This fits perfectly with Computacenter, as we too are people-centric. This is a good basis for putting the IT environment at DONNER & REUSCHEL on a modern, future-oriented footing.

The Bank faced several challenges at once. The core banking system was to be changed, which required a preparatory change in the IT infrastructure. In addition, IT operations continued to become more complex, and actively monitoring the regulatory developments it became clear that future requirements would difficult to meet with existing technology. So it was a good time to look at the IT strategy as a whole.

SOLUTION

Open for a modern and safe working environment

Together with consultants from Computacenter, DONNER & REUSCHEL took up these challenges and considered the new direction with an open mind. This expert team reviewed various cloud providers, outsourcing partners and an on-premise renewal, validating them against the regulatory requirements. It quickly became clear that IT operations required a precise analysis of user requirements, careful planning and a step-by-step changeover. Only in this way could they take IT operations and users on the journey.

After a detailed planning phase, the migration could begin. Computacenter made full use of Microsoft 365 and Azure's capabilities, adding further solutions where necessary. Windows 10 serves as the basis for the new solution and is integrated into the cloud. The users' notebooks and tablets are integrated into the company with Microsoft Autopilot and managed using Intune. Instead of Notes, Exchange Online with Outlook is now used as the e-mail system; Microsoft Teams replaces the old collaboration and video conference platform. And Computacenter has extended desktop video conferencing with Microsoft Teams to include meeting room concepts with surface hubs.

At an early stage, our experts considered the network, security and compliance requirements and incorporated them into the project. Computacenter also analysed the application landscape at DONNER & REUSCHEL and migrated it step by step into the cloud. Some applications were converted into cloud-native apps in order to use the optimal cloud services. "In Azure we were able to segment and secure networks - adapted to the respective application. In parallel, we were able to set up individual security requirements and access protection through authentication in the cloud. On-premises would not have been possible to this extent," explains Alexander Fuchs. Computacenter's User Adoption Portal also has helped to quickly implement project communication and user training for new tools and functions.

ABOUT DONNER & REUSCHEL

The bank was founded in 1798 by the Hamburg merchant and ship owner Conrad Hinrich Donner. He established business contacts around the world and was a „global player“ of his time. The private bank takes pride in its successful 220 years of tradition, but its business does not thrive on history, but on future viability. Since 1990, DONNER & REUSCHEL has been the private bank of the SIGNAL IDUNA Group, one of the largest German insurance and financial services groups.



During the Corona crisis, our users were able to work remotely without any problems – this alone made the project worthwhile.

Andreas Weinberger,
IT Devison Manager
at DONNER & REUSCHEL



RESULT

Banking redefined

“When we started, it was not yet clear whether banking could be done in the cloud,” reports Alexander Fuchs. “We across the different disciplines with all operational and specialist departments, as well as the regulators, and created a highly innovative infrastructure that can be operated in a standardised way.”

By switching to modern devices with Windows 10, connecting to the cloud and moving from a classic on-premise data center to a cloud-only strategy, Computacenter was able to modernise the working environment at DONNER & REUSCHEL and create new ways of working. While other companies had to increase their VPN capacities due to the Corona crisis, the employees of DONNER & REUSCHEL were able instantly to work remotely.

The cloud capabilities, together with strong network segmentation and versatile options in security, access protection, governance and monitoring, enable the bank to meet or even exceed all regulatory requirements. And the users? They enjoy their new working environment and can work together efficiently. Alexander Fuchs knows the success factor: “In the project, agility and a cooperative partnership were the main focus. This meant that we were able to implement the project plan drawn up in 2017 within the planned time – despite the unexpected crisis situation”.

For DONNER & REUSCHEL, the journey into the cloud is not over yet: “By switching to cloud technologies, we were able to meet many requirements and make them work in a standardised way. But regularly there are new functions which are important for us. Our new IT infrastructure enables us to test these innovations at an early stage and to implement them promptly,” Andreas Weinberger is certain.

MORE INFORMATION

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