BANKING ON
GREAT IT

Computacenter

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> This has not only transformed our bank; it has enabled us to work seamlessly, right across the group.
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The world of retail banking is highly competitive, fast-paced and customer focused. Keeping up with constant change, driven by market dynamics and customer needs, demands an agile approach to IT – one that enables new processes and products to be deployed rapidly, effectively and consistently across the business.

In my role as a customer advisor, IT had, for some time, been an inhibitor, rather than an enabler. However, when we merged with one of our major competitors, the extent of the problems really came to light. With modern IT infrastructure in place, they were already enjoying the many benefits, in terms of efficiency, productivity and engagement, of a digital workplace. Meanwhile, we were struggling with the limitations of more traditional technology.

For the two organisations to truly merge, and become a single, integrated, European bank, we needed a new systems architecture. This has transformed our IT infrastructure and enabled us to share systems, applications, processes and products right across our business.

Computacenter has made it possible for us to operate in a single, virtual environment, where data and applications are hosted centrally and delivered to users via a thin client solution. They have supported our IT department in understanding the work styles of people right across the bank, and have addressed the challenges of central systems, storage, compute and connectivity.

Through upgrading our operating system to Microsoft Windows 10, we have been able to deploy both enterprise and bespoke applications that match those of our partners – ensuring consistent user engagement and customer service right across our geographic footprint.

I experience the difference from the moment I get to work and log on. Everything I need to do my job is available in one place. Changes and updates are made centrally, and appear automatically without interrupting my work. The latest customer offers – such as new mortgage products – are also visible to me, and the product specifications and application forms are available at a single click.

The digital transformation of our bank has brought a new, more dynamic way of working. These days I spend less time on administration and searching information – and more time talking to customers.

This is a new, efficient, engaged and empowered me. **This is Digital Me.**

DIGITAL me.
Banking on better IT

computacenter.com/UK/digitalme

BACK OFFICE

BANKING

SEAMLESS WORKING

COLLABORATION