

# BANK ON US

Taking the mutuality into the heart of banking territory



When Nationwide, the world's biggest building society, decided to open a flagship branch with seven floors of offices above it, they decided to be bold. They chose a site right in the heart of the City of London – prime banking territory. They wanted to proclaim their belief in a different way of delivering financial services, and celebrate it with great service to members and high-level executive engagement.

Threadneedle Street, the home of The Bank of England, was as iconic as you could get. The new premises would be a beacon of mutuality in the Square Mile. Choosing the right partner to ensure that the office would deliver total connectivity for all staff – from those in the branch to those on the board – was vital.

Computacenter won the contract based on quality service and our track record for working closely as a partner with customers. As CEO, Tony Prestedge, said at the time: "This is a good move for Nationwide which means our key treasury and board functions will be in the heart of the City with easy access to regular day-to-day contacts."<sup>1</sup>

The task was simple: ensure that all the systems needed to deliver that connectivity were easy to use, robust, and future-proof. So, Computacenter based its work on the needs of users at all levels of the business. Working to a tight deadline, we worked closely with Cisco to test and then deploy a VLAN (virtual local area network). We were able to use our supplier relationships to get things moving quickly. The flagship offices had to open in perfect shape: there was no room for error.

The financial sector was watching Nationwide's move into their heartland with considerable interest. We staged and tested the network solution at Nationwide's HQ in Swindon, and did offsite testing at our Configuration Centre in Hatfield. Best practices were followed to ensure a seamless implementation and to mitigate the considerable risks associated with it. The deployment took a dedicated team just 10 weeks to complete, putting in over 600 ports across eight storeys to deliver a 1GB LAN infrastructure.

As Tony Prestedge predicted, way back in 2012, the new offices would signal Nationwide's "Transformation and modernisation to support our ambitious plans for growth." And it's working. In 2016 Nationwide increased its mortgage lending by 20% to achieve a 14% share of the market, and opened 525,000 new current accounts, a 12% boost year-on-year.<sup>2</sup>

Nationwide's commitment to the mutual model is paying dividends. It puts its members first. Computacenter's user-centric approach fits in with that approach perfectly. Start with the needs of the people who use the IT, and you create systems that help them do their best.



BACK OFFICE



RETAIL



INCREASED SALES



SEAMLESS WORKING

**DIGITAL**  
IT designed for people *me.*

<sup>1</sup> <http://bit.ly/2eJYPuy>  
<sup>2</sup> Financial Times 24 May 2016