

DAMOVO PLANNED AND IMPLEMENTED A COMMUNICATIONS SOLUTION THAT IS USED TO MAP CONSULTATIONS

„With the solution implemented by Damovo we are in a position to meet the statutory requirements of the banking business. The consultation meetings relevant to the transactions are recorded in a proper, auditable and legally compliant fashion and will then be available for research purposes for several years. This creates certainty and trust, reinforcing customer satisfaction.“



POSTBANK GROUP



Industry:
Financial Services

Region:
Germany

Size:
approx. 15,000 employees

www.postbank.de

About Postbank Group

With around 14 million customers, 15,000 employees and total assets of 158 billion euro, the Postbank Group is one of Germany's largest financial service providers. Its focus is the retail business with private customers.

At the same time, it is also active in the business with corporate customers. It provides back-office services for other financial service companies in the "transaction banking" business segment. As a multi-channel bank, Postbank is convenient for its customers to access, in the branch, online or by telephone. It has one of the most dense branch networks of a bank in Germany. The Postbank occupies a leading position in online and telephone banking in Germany. Postbank customers now manage 3.5 million giro accounts and some 550,000 deposits online. Four million Customers use telephone banking facilities.

Understand

Postbank Direkt is a subsidiary for retail call centres. With around 900 employees in five customer advice centres, it markets financial services for private clients nationwide.

Banks have had a legal obligation to generate a record of all the consultations since January 1, 2010. This also applies to the telephone advice provided in a call centre. An inventory of the technological infrastructure showed that the old solution for voice recording is no longer able to cope with the continuous growth in technical and regulatory requirements. It used to work with classic TDM technology and had reached the end of its technical life cycle.

Damovo Consulting provided support to Postbank with generating technical and professional specifications of a new, future-proof infrastructure for Postbank Direkt's telephone banking infrastructure.

Deliver

Damovo has linked the existing Avaya call centre solution with the new voice-recording solution NICE Perform manufactured by NICE and the internal bank applications from Postbank. The voice-recording solution, integrated with Postbank's data centre infrastructure, is used at a total of seven decentralised call centre sites and by 750 employees. Postbank Systems, the internal IT service provider, is responsible for operating the solution.

Telephone banking and the Postbank's call centre can be accessed by a common voice-dialogue system and a service call number. Customers have the option of completing their banking transactions around the clock: from depositing money to credits right through to finance for housing.

Improve

Damovo planned and implemented an IP-based, future-proof communications solution that is used to map consultations.

The legal regulations for the documentation are therefore fully satisfied.

“With the solution implemented by Damovo we are in a position to meet the statutory requirements of the banking business. The consultation meetings relevant to the transactions are recorded in a proper, auditable and legally compliant fashion and will then be available for research purposes for several years. This creates certainty and trust, reinforcing customer satisfaction.”

Herbert Villinger,

Managing Director of Operations
at Postbank Direkt in Bonn

Damovo delivers technology-enabled business efficiencies to enterprises around the world, enabling them to stay ahead in today's digitally transforming world.

Our customers benefit from our 40 years of experience, expertise and ecosystem of industry partners. Through our consultative approach (understand, deliver and improve) we work with our customers to explore how technology can support their business objectives now and into the future. Our portfolio includes solutions around Unified Communications and Collaboration, Enterprise Networks, Contact Centres, Cloud Services and Global Services.

Damovo has regional offices across Europe and a global capability spanning over 120 countries. Whatever the sector and wherever the geography, we give our 2,000 customers the tools they need to accomplish continuous business improvement.

Explore more at www.damovo.com
