

DAMOVO

UNDERSTAND. DELIVER. IMPROVE.

NEW UCC SOLUTION BUILDS A BRIDGE TO DIGITAL TRANSFORMATION

The private and business customers of St. Galler Kantonalbank value convenience and accessibility. Which is exactly what is provided by a UCC solution implemented by Damovo on the Mitel MX-ONE communications platform. Customers enjoy the improved service – and the staff remain highly motivated. All provided by a single solution.



ST. GALLER KANTONALBANK



Sector: Financial sector

Region: Switzerland

Company size:
over 1.000 employees

www.sgkb.de

About St. Galler Kantonalbank

Founded in 1868, St. Galler Kantonalbank (SGKB) has always held clear values: it offers its business partners a high degree of financial security based on state guarantees and a prudent risk policy. The bank's more than 1,000 employees work hard every day at the head office and 38 branches to ensure that the wide range of products and services meet customers' expectations. The bank understands their needs, treats them with respect during consultations and helps them to find appropriate solutions – these are the reasons why half of all St. Gallen citizens do business with SGKB. They want an experienced and familiar all-purpose bank which shows them respect and is on hand to help at all times. Retirement planning, financing or investment: the SGKB's modern services and expert staff at all levels ensure that the bank is valued far beyond the Canton border. It also enjoys an excellent reputation among the population as an active partner in various business, social, sporting and cultural initiatives.

UNDERSTAND

There is a time for everything. The decision to replace the PBX used for many years at the head office of St. Galler Kantonalbank provided the opportunity for a fundamental change in technology from an ISDN-based to an IP-based solution, and for the introduction of UCC (unified communications and collaboration) services for the employees. The justification was basically technology-driven – the end of the PBX and ISDN life cycle – but this opened up new perspectives for the IT Department at just the right time.

Before the current solution was introduced, the bank's telecommunications were organised on a distributed basis. There were independently operated PBX systems at the head office and in each of the 38 Swiss subsidiaries. Today, there is a single, enterprise-wide communications solution which is easier to manage. During the planning and implementation phase the project team benefited from a fortunate coincidence, because the Zurich office had already decided to switch to a future-proof ICT solution before the enterprise-wide project was launched.

Key findings from a pilot project

"We were able to trial the entire process in a pilot installation – from planning and product selection through to realisation and rollout," said Christof Keller, responsible for telephony and data networks at St. Galler Kantonalbank. "The findings were most helpful in rolling out the project at the head office and in all other branches."

The Zurich branch put the project out to tender which yielded a shortlist of three communications platform providers. Each had to give a live presentation of the working solution, and end users then tested the functions. The contract was finally awarded to the Mitel MX-ONE communications platform, offered by the Mitel Platinum Integrator Partner Damovo.

DELIVER

The preparatory work for the company-wide project began in the head office of St. Galler Kantonalbank in 2014. "We looked in detail at the practical experiences gained in the Zurich branch and decided in favour of Damovo as our solution partner," says Keller. "We have been working with Damovo in other areas for more than 20 years and have come to value the company as a highly competent and reliable partner."

One of the key organisational requirements was the introduction of nationwide standards at the users' workplaces. The resulting advantage: the solution is easier and more efficient for the IT department to manage, and operating costs can be reduced. In addition, all the employees' workplaces were to feature the same equipment. This makes so-called 'free seating' possible. Through location linking and integration of all branches in the centralised solution, employees can log in at any workplace in the company and then communicate using their own settings, contacts and call lists.

According to Keller, a further factor in favour of a Mitel MX-ONE-based solution was that this was the best match for the organisational structure of the St. Galler Kantonalbank. A lot of work is carried out in teams which all use a common telephone number. This ensures maximum staff availability in the teams for private and business customers at all times.

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Christof Keller, responsible for telephony and data networks at St. Galler Kantonalbank

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Communication platform for a variety of UCC applications

A variety of UCC applications are integrated into the MX-ONE Mitel communication platform as standard which are now used intensively by bank staff; these include new chat functions which did not exist previously.

Damovo and the bank's project team has integrated a number of other applications and services in the new communication solution for the approximately 1,300 employees. The first of these was integration into Microsoft Office. This was followed by the Solidus eCare contact centre application which works as a central telephone exchange and offers all the necessary functions; Estos ProCall ensures computer-telephony integration (CTI) and allows contacts to be called with a single mouse click. Mobile Estos clients for smartphones are also being tested in a pilot phase. Call recording provided by the software manufacturer ASC is used mainly in securities trading. This is primarily for evidential documentation of telephone-based transactions, which plays an important role in risk management for banks.

Rollout completed on schedule

The rollout of the new communication solution for St. Galler Kantonalbank began at the head office in summer 2015. So-called "power users" from each branch were trained there for half a day; these would then be able to answer users' questions after the actual rollout.

On the day of the rollout itself extensive training was given on the product. In the afternoon the staff were then able to use the system for themselves – the members of the project team were also on hand to offer assistance. "We deliberately chose comprehensive training for the rollout and not simply the issue of documentation and operating instructions," reports Keller. The aim here was to maximise user acceptance from the outset. This strategy has since paid off, as witnessed by the high satisfaction and productivity levels of employees. The CTI integration in particular has proved to be of great benefit for the users, as have the

presence indication and chat functions which they make frequent use of.

IMPROVE

However, there are already further expansion plans. St. Galler Kantonalbank wants to extend the CTI solution to include MiCollab Audio, Web and Video Conferencing by Mitel for internal and external use; this also includes desktop-sharing which allows business solutions to be discussed with colleagues, thus enabling decisions to be made more quickly. In addition, the project managers believe that the incorporation of Solidus eCare will result in even closer integration with the Avaloq Banking Suite. The first functions are already available: whenever a customer calls in the future, Solidus eCare will display his or her history from Avaloq directly on the customer advisor's screen.

St. Galler Kantonalbank is also considering using the communication solution to include customer contacts from the social media channels. "We see this step as a milestone on the way towards further digitisation of business processes and communication with existing and prospective customers – although we are still in the very early planning stages at the moment," says Keller. "The new communication solution definitely holds a great deal of potential which we're keen to develop moving forward."

W The rollout of the communication solution actually involved major changes to the network. But, thanks to the optimum support from Damovo, we managed to complete the project successfully."

Christof Keller, responsible for telephony and data networks at St. Galler Kantonalbank



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.

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