



# In Good Hands

Valuable support in a global marketplace – T-Systems ensures that banks and insurance companies are free to concentrate fully on their core business.

■ They often worked late into the night. They had just a few hours in which to do their work at the bank, and not a second could be wasted. Within the space of four months, T-Systems technicians successfully equipped 740 branches of Hypo-Vereinsbank with new computer workstations. “We wanted the project to run as smoothly as possible without any disruption to normal operations,” says Gabriele Ruf, head of HVB-Info.

The technicians therefore always waited until the branches had closed for the day to begin their work. Working on night shifts and at weekends, the teams installed up to 150 desktop computers daily. The aim was to have a fully functioning workstation installed for every employee in each of the modernized branches by start of business the next working day. Despite presenting an enormous logistical challenge, the mission was successful: “None of the branches experienced any delays or downtime because of the work,” says Ms Ruf. In total, exactly 1,565 servers, 16,490 desktops, 2002 teller systems and 1,946 notebooks were installed by the team and the “HyPer PC Roll-out” project was awarded a grade of 1.17 by the customer. “The new homogeneous and flexible IT landscape helps us cut costs while simultaneously improving the efficiency of our processes,” says Ms Ruf.

Installing new PCs for all of the employees of a leading bank in Germany was indeed a mammoth task, and while projects of this nature are not an everyday occurrence, they are by no means excep-

tional either. Just recently, T-Systems replaced the entire IT infrastructure for Commerzbank at its head office and branches. This involved, among other things, the delivery and installation of 24,000 PC systems, 3,700 notebooks, and 27,600 TFT monitors in Germany and at several locations worldwide. “Given the size of the project, the key factors for us when awarding the contract were reliability and completing the project on time,” says Karsten Meyer, project manager at Commerzbank. “In order to be able to hand over and to guarantee service for the maintenance of the existing desktop hardware across Germany within the space of just a few weeks, we needed a partner with experience in projects of this type.”

“As a long-standing partner to the banking industry, we understand the importance of having efficient branch operations and the major logistical requirements that this involves,” explains Roland Martinez, who is responsible for the banking industry within the Finance division at T-Systems. T-Systems also provides the high-end services that are needed for operation of a large trading room for a major international bank. “Our customers decide which of our Managed Services they wish to use,” explains Mr Martinez. “With Smart Branch, T-Systems is also developing a solution concept that can help to make cost structures more flexible at branch level. This will enable our customers to adapt rapidly to changing market demands.”

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Roland Martinez, responsible for the banking industry



Technicians from T-Systems installed computers in the HypoVereinsbank trading room in record time



PHOTO: KIRCHGESSNER / LAIF, STOCK 4B

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