

POSAM PROVIDES ZUNO WITH A FLEXIBLE IT SOLUTION, SUPPORTING THE BANK'S GROWTH

Key benefits of solution:

- 98% employee satisfaction
- Flexible and scalable IT services, adapted to the business needs of the bank
- Lower costs
- Simple and swift support
- Solution for the whole region in which the bank operates
- Permanent improvement of monitored performance parameters

Customer characteristic

Industrial sector:
Banking

Customer profile:

ZUNO is a modern direct bank that started offering its services in Slovakia exclusively via the internet in 2010. ZUNO is a subsidiary of Austrian banking group Raiffeisen Bank International, which operates in 17 countries of Central and Eastern Europe and provides services to over 14 million clients.

In Slovakia, ZUNO employs 400 employees who provide the bank's services to around 200,000 clients. ZUNO bank endeavours as much as possible to simplify the way clients handle their finances by employing modern technologies.

PosAm created a palette of IT services for ZUNO that are adapted flexibly to the bank's needs and assist in its growth. The bank has no need to deal with complicated management of IT because the PosAm specialists take care of everything. The increase in quality is also thanks to how the new solution measures and improves its performance consistently. This with the added value of significant cuts in costs compared to before the change.

INITIAL SITUATION

ZUNO started operating on the banking market back in 2010 as a new entity with humble staff numbers, but with huge growth ambitions. Achieving these ambitions was hindered as the existing way of providing ICT services had reached its limits. There was a weak level of flexibility, inadequately defined SLA and problems were also caused by absent documentation. The situation was made worse by the fact that the original supplier was not capable for some time of concluding a contract with the bank that met its business requirements.

TARGETS AND SPECIFICATIONS

ZUNO therefore started to look for a solution for dealing with its internal IT services that would be open-ended in terms of growth. The main specifications included flexibility, scalability and predictability. The scope of provided services had to react adequately to the bank's growth, the unit price had to drop as the number of users and technicians increased and the business model was to provide a clear idea about the future costs of the company.

I would like to thank you for the professional work in preparing the contract for outsourcing. Thanks to your approach, the essence of the problem was resolved with oversight and fine-tuning the details was then simple.

BEDŘICH VAVŘENA, IT INFRASTRUCTURE AND USER SERVICES MANAGER

SOLUTION

When selecting a solution, it became clear that foreign companies have a big problem specifically with flexibility. ZUNO therefore decided for the services from PosAm, which in addition to high-quality parameters and low price, was also able to prepare a business model that corresponded to the bank's requirements and which accounted for its growth ambitions. Just as important was the ability to ensure requirements arising from specific rules for outsourcing as per National Bank of Slovakia regulation No. 6/2004, the Act on Protection of Personal Data, the Act on Banks, foremost in respect of bank secrecy.

PosAm provides a full service for 450 computers in ZUNO for 400 employees. This includes administration of Lotus Notes (e-mail, collaboration element, two key applications), Black Berry server, and also the complete administration of end devices of each workstation, including SCCM (system control configuration management) and the antivirus solution McAfee. Employees of ZUNO receive support from PosAm in Slovak and English via a single point of contact.

PosAm secures these services for the whole Central European region where ZUNO operates. Specifically, this comprises various localities in Slovakia and the Czech Republic, as well as services for the head office in Vienna. In doing so, PosAm has build on the previous supply of the solution for the Polish ZUNO in 2012.

Implementing the PosAm solution required several steps. Firstly, it was essential to document the existing status. This was followed by defining new working procedures, commercial and technical services, their qualitative parameters (SLA) and the creation of task groups responsible for their performance. Finally, there was a two-month takeover phase of the services, including HR and tasks of the Service Desk, after which the transition to the PosAm solution was concluded.

RESULTS AND BENEFITS

The PosAm solution marked the end of persisting problems in ZUNO with complicated administration and high costs of internal ICT services. Today, the bank has a uniform solution of outsourcing IT services across several countries, which in addition to cutting costs, also paved the way for their better planning. Employees use services where they know that a swift solution would be assured in the event of a problem. In terms of numbers, 98% of employees are satisfied or very satisfied with the provision of IT services. PosAm regularly supplements the agreed SLA and works toward improving the parameters in line with ITIL methodology. ZUNO can therefore be sure that its growth will not be limited by the availability and quality of its IT services.



PosAm's goal is to deliver usefulness to customers through unique solutions based on potential of information technologies. The company is certified by ISO 9001:2008, ISO/IEC 20000-1:2011, ISO/IEC 27001:2005, OHSAS 18001:2007 and ISO 14001:2004. PosAm is the holder of the National Quality Award and as the first Slovak based company it was granted the award „Recognized for Excellence in Europe“ by the European Foundation of Quality Management (EFQM).

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