

CUSTOMER SUCCESS STORY



Finance

BB Bank

The Challenge

The BBBank was founded in Karlsruhe on November 12, 1921 as a self-help organization for public officials. It is one of the largest cooperative banks in terms of customer numbers in Europe. The BBBank eG is a universal bank for private customers operating nationwide. The financial institution combines professionalism with excellent service that also satisfies high standards. Forward-looking and comprehensive services are therefore required as information and documents in electronic form need to be exchanged with ever increasing frequency.

For this reason, the BBBank began looking for suitable solutions with which to secure the confidentiality of their email communication whilst taking legal requirements and implications of data protection into account.

The envisaged solution needed to:

- protect against viruses and content of an undesired nature
- prevent unauthorized notices, forgeries and manipulation
- guarantee a standardized liability exclusion declaration
- enable document archiving

The Solution

"In the search for software that could comprehensively protect our email correspondence, one thing quickly became evident. For us there was nothing comparable to the iQ.Suite from GROUP Business Software," Frank Hirsch said.

The iQ.Suite is modular and is scalable business-wide. Thanks to its completely server-based architecture, it is administered centrally, thereby reducing costs.

Existing virus scanners can be integrated into 'Watchdog'. Incoming and outgoing

At the beginning of the year 2000, the credit institution decided to switch to Lotus Notes Domino. Frank Hirsch, Lotus Notes administrator for the BBBank, explained the situation as follows:

"Our preparations for implementing a new system were meticulous. Following six months of planning and set-up, all the provisions were finally in place: the environment had been created, and, at the same time, 200 training days for approximately 1500 employees in seven federal states had been organized."

The financial service provider from Karlsruhe had previously already had positive experiences with GROUP Business Software well-engineered security products.

emails as well as internal business email correspondence are tested for viruses, Trojans, worms and other risks; ill-natured file attachments are securely blocked or eliminated.

iQ.Suite Crypt provides extensive possibilities to encrypt and decrypt emails rule-based in accordance with their importance. In connection with iQ.Suite Watchdog, encrypted emails can also be server-based tested for viruses and undesired content. "A concept that absolutely convinced my colleagues and me," said Frank Hirsch. ▶



The BBBank eG is a universal bank for all private customers. It was founded on November 12, 1921 as a self-help organization for public officials. The bank officially commenced business on January 1, 1922. In 1997 the BBBank celebrated its 75th anniversary. The centrally managed institution is based in Karlsruhe, Germany.

The bank attends to over 310 000 members – all of whom are private customers – from all over Germany. The bank has approximately 1500 employees on its payroll. This cooperative bank with the largest number of customers in Europe is building on two pillars: a network of 100 branches in seven federal states, and the constant development of direct business channels with internet banking and telephone banking. Its comprehensive range of self-service facilities is enhanced by statement printers and automated teller machines in the branches and at other self-service points.

The BBBank concentrates on business with private customers and provides all the products and services of a modern bank. These include funds and financing, the whole spectrum of property and life insurance, mortgage services as well as the newer business policy field of investment and asset consultancy. A fundamental aim of the institution is offer its customers value for money in primary account management and for monetary transactions.

CUSTOMER SUCCESS STORY



Particularly for providers of financial services and their branch-wide communication network, legal trust-worthiness of email content plays an important role. For the BBBank the solution was iQ.Suite Trailer. Using individual adaptable jobs and text blocks, the company's directives on legal security and corporate design were formulated.

"Of particular importance to us was access to our complete electronic communication, as, depending on the type of document,

The Benefit

With the developed concepts from GROUP Business Software, the BBBank could fulfill its requirements in every aspect. For Frank Hirsch the advantages are clear: "The iQ.Suite guarantees optimal email communication combined with good performance and high security, which has the highest priority at a bank." The wide range of various email security specifications is extremely well covered by the iQ.Suite.

The Future

In addition to the many technical and forward-looking developments and advantages of the iQ.Suite, Frank Hirsch is delighted by the full service and support given by the software manufacturer. Whether through a hotline or online support,

banks are required to archive correspondence and emails for up to twenty years. And, at first, we were unsure about how to handle this," commented Frank Hirsch.

Employing iQ.Suite Safe guarantees that these legal requirements are met. In addition to providing dependable archiving of encrypted emails, the product also protects against manipulation. It only allows authorized personnel access to the archived files.

All products can be combined and scaled as desired. They are administered centrally. Shared printouts, statistics and reports bring about cost transparency and a reduction in administration work. The result: satisfied customers, unburdened employees and sinking costs.

reliability, speed, competence and assured help is a matter of course. "For me, even in the future, the world of e-mail security is in good shape," concludes the BBBank specialist.

About GBS

GROUP Business Software is the leading provider of IBM Lotus based solutions and services in the fields of Cloud Computing, Email Management and Archiving, Instant Messaging Management, CRM, Workflow, Banking and Risk & Compliance.

Competencies

GBS solutions feature outstanding usability and unmatched efficiency. The necessary user interaction is reduced to a bare minimum. Centrally defined processes ensure compliance with corporate policies and statutory requirements.

Customers

GBS customers include well-known companies from all over the world, such as Deutsche Bank, Ernst & Young, Honda, Allianz and Miele.