

CUSTOMER SUCCESS STORY



Finance

Kreissparkasse Bautzen

Legally compliant and productive email archiving: A district savings bank prepares for the future

Kreissparkasse Bautzen has ordered additional solutions from GROUP Business Software.

Background

Established in 1832, last year Bautzen's district savings bank celebrated its 175th anniversary in this town of around 42,000 inhabitants and situated in the south-easternmost corner of Germany. The banking institution has a total of 25 branches employing some 400 people, and the balance sheet total managed each year amounts to billions of Euro. Faithful to the company motto „The future has a past“, Kreissparkasse Bautzen has made serving the public interest and close customer relations its priority right from the beginning and prides itself on offering tailor-made financial products and services for everyone.

The fact that it maintains such close relationships with both its personal and business banking customers means that the bank has been handling a large volume of emails for many years, and employees have to process these emails promptly and

manage them on an ongoing basis. However this undertaking saw the bank's decision-makers, including IT Manager and Notes Administrator Lutz Heber, confronted with statutory and financial law requirements. While the savings bank had already met its email disclaimer and signature obligations by acquiring GROUP's „iQ.Suite Trailer“ solution, more recently the requirement of preserving electronic correspondence has emerged.

In order to comply, the bank had to set up a central, automated archiving solution geared towards its own internal processes for all outgoing and incoming emails. At the same time, the solution was supposed to reduce the size of individual users' email databases and noticeably increase productivity. Finally, the savings bank wanted to ensure that its existing email infrastructure was made future-proof.

Solution

In the search for a supplier that would be able to meet its requirements, the decision to turn to the email compliance and management specialist GROUP Business Software proved to be quite an easy one for the bank. Indeed, it had already called on the services of the Eisenach-based company during earlier projects aimed at ensuring that its email communication was legally compliant and secure: The iQ.Suite products Watchdog, Wall, Crypt and Trailer had already been deployed successfully in Kreissparkasse Bautzen.

The financial services provider therefore wanted to build on this tried-and-trusted iQ.Suite platform to improve its email processes further and right across the board. „We have always found GROUP's

solutions to be very well thought-out. Our dealings with them have been extremely positive. It makes sense to source all our email management solutions from the same supplier. That way, we can ensure that all our solutions are intercompatible, and it is also much easier when you need to turn to just one manufacturer for support,“ explains Heber.

The solutions „iQ.Suite Store“ and „iQ.Suite Bridge“ proved to be the most suitable to expand the bank's email architecture and provide it with a legally compliant, productive and systematic archiving system. Systematically archiving email implies that the process of saving occurs centrally on the mail server and that the messages are first automatically checked and categorised

Since the foundation of Sparkasse Bautzen in 1832, and also afterwards when establishing further Sparkassen banks in other towns and municipalities, benefit to the public and customer orientation have been primary goals to the organisation. The Kreissparkasse Bautzen offers customised financial products and services to its customers. The current net of subsidiaries contains 25 branch offices and numerous cashpoints.

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there using a rules-based approach. Thanks to the categorisation, this ensures that only relevant messages will be archived, and not spam or email infected with a virus.

As part of the archiving process, „iQ.Suite Store“ automatically transfers important metadata such as email headers, processing details or category for indexing to the archiving system. In this way, email correspondence can be retrieved at a later date with the help of key words. Meanwhile,

Implementation

Prior to installation, the specific infrastructure in place at Sparkasse Bautzen had to be taken into account. While incoming and outgoing emails were to be already archived on the SMTP servers in a legally compliant way and without user intervention, the users' email databases had to be prepared both for timed and automated archiving of the attachments and for manual, user-driven archiving and retrieval on a Domino cluster distributed over two locations. In December 2005, detailed preliminary talks were held and the actual plans were drawn up prior to implementation. Installation then got underway in February, with no restrictions on the bank's day-to-day emailing activities. The four-week test phase involving selected

the GROUP solutions did not fail to take into account the technical aspect of email archiving in relation to the infrastructure. The use of innovative cluster technologies guarantees constant, efficient access to the archived data, even if IT environments expand. This brings useful advantages: High availability, scalability and integrity of the systems – and all at a low cost.

employees was successful, so the mail template rollout could then get underway for all employees. Hardly any problems were encountered when the system was introduced and a minimum of training was needed, since all the archive functions were integrated into the user's familiar Notes environment.

Installation of the Store and Bridge solutions fulfilled two of Kreissparkasse Bautzen's most important requirements. For one thing, they enabled future compliance with the bank's internal regulations. Secondly, the emails of all users can now be reliably and systematically archived. Another by-product of the email archiving solution is that the introduction of quotas for users has been averted.

Result

According to Notes Administrator Lutz Heber, the outcome has been overwhelmingly positive: „The GROUP solutions proved effective right from the start and they have fully satisfied our expectations.“ Ever since „iQ.Suite Store“ and „iQ.Suite Bridge“ were installed, all search queries can be answered from a single, central archive. Archived emails, and of course their attachments, can be retrieved at any time. „Another great

advantage is that much less time is needed to perform backups. This is because the mail databases on average have shrunk to a quarter of their original size, thanks to the removal of attachments. And I could go on to list even more benefits.“

All in all, the changeover to GROUP solutions has been positive for Kreissparkasse Bautzen, both in terms of value added and the fact that it now has an email infrastructure that is fit for the future.

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.