

**DAMOVO**

UNDERSTAND. DELIVER. IMPROVE.

# SCHWÄBISCH HALL OPTS FOR INNOVATIVE AND FUTURE-PROOF COMMUNICATION SOLUTION

„Damovo was selected based on its innovative, flexible and comprehensive solution as well as the results of reference customer visits.“



# BAUSPARKASSE SCHWÄBISCH HALL

**Industry:**  
Banks/Insurers

**Region:**  
Germany

**Size:**  
approx. 7,000 employees

[www.schwaebisch-hall.de](http://www.schwaebisch-hall.de)

## About Bausparkasse Schwäbisch Hall:

As a building society and service provider for the private mortgage lending business of around 1,000 cooperative banks in Germany, Schwäbisch Hall has been firmly anchored in the cooperative banking sector since the company was founded in 1931. Its shareholders are the cooperative central banks DZ Bank (81.8 per cent) in Frankfurt am Main and WGZ-Bank (15 per cent) in Düsseldorf, as well as some 600 cooperative banks. With approximately 13,000 branches, the cooperative banks have one of the densest bank service networks in Germany. Together with its more than 4,000 field employees, Schwäbisch Hall is represented throughout Germany and in combination with its own 3,300 office-based employees, the building society offers expert advice and customer care.

The Schwäbisch Hall building society has set up a new telecommunications infrastructure together with Damovo.

It is based on a high-availability Cisco Communication Manager cluster including Cisco Jabber for instant messaging. The move has resulted in a significant rise in employee productivity and satisfaction.

## UNDERSTAND

The ISDN era is coming to an end – not only in private households, but also in industry. The motivator for switching to an all-IP system is often the end of the life cycle of a PBX which has been in use for many years. This was also one of the reasons for the complete replacement of the telecommunications infrastructure at Schwäbisch Hall: manufacturer support ran out at the end of 2015.

The Schwäbisch Hall Kreditservice subsidiary, which is responsible for the building society's IT solutions, operations and projects, launched the project to introduce a new, future-proof IT infrastructure in the spring of 2014. Together with the other business units, it drew up the technical requirements for the solution. These included greater use of unified communication (UC) services, chat, video and web conferencing, and desktop sharing functions. Telecommunications aspects included the introduction of VoIP, preparation for the use of SIP trunking on the carrier side, the integration of inventory systems based on the TC infrastructure (e.g. the contact centre and fax systems), and the use of standard UC services such as click-to-dial. A further aspect was standardisation of the devices used by the staff at the BSH (Bausparkasse Schwäbisch Hall) group head office.

## DELIVER

Following an extensive tendering process in which many large, nationwide system integrators took part, the contract was awarded to Damovo. The finalists had to demonstrate the main functions of the Cisco Communication Manager in a proof of concept exercise. These functions included the integration of NICE voice recording and the Sikom contact centre. Using this proof of concept test system, the project leaders managed to gain a detailed overview of the technical solution and the professional expertise of the system integrators.

**Damovo was selected based on its innovative, flexible and comprehensive solution as well as the results of reference customer visits. Other important criteria included the considerable technical and professional expertise of the project team, the proposed project organisation and the cost-effectiveness of the proposal," reported Thomas Leiser, Head of IT Operations at Schwäbisch Hall Kreditservice GmbH. "**

**Thomas Leiser,**  
Head of IT Operations at Schwäbisch  
Hall Kreditservice GmbH

# BAUSPARKASSE SCHWÄBISCH HALL

## THE SOLUTION IN DETAIL

In spring 2015 Damovo began to develop the technical concept together with the experts of Schwäbisch Hall Kreditservice. The solution has a Cisco Communications Manager cluster as the centrepiece combined with a session border controller (Cisco router 3945) for SIP calls with built-in redundancy and thus high-availability. Added to this is video infrastructure and room systems, a collaboration-edge architecture for the connection of roughly 1,000 smartphones, integration of WebEx-cloud-services and 4,000 new 8800 Series Cisco IP phones. The services for the comprehensive Cisco Unified Communications stack are provided by Damovo.

The new IP-based TC infrastructure also features NICE software for contact centre voice recording including the SIEM (Security Information and Event Management) NetIQ Sentinel tool, as well as the Sikom contact centre solution for both incoming and outgoing voice traffic plus the manager-assistant services from Andtek Software for Cisco Unified Communications. Roughly 100 internal employees from the specialist departments were involved in the entire project, as were staff from Damovo and external companies.

One of the challenges was linking the IBM Notes (formerly Lotus Notes) email software to Cisco Jabber. This bundles functions for instant messaging, voice and video communication, as well as web conferencing and desktop sharing – both for stationary and mobile devices. The project team used tools provided by the Cisco partner pstech for the integration. Here, the most complex and demanding task proved to be integrating the calendar. After a number of hurdles were overcome, the Jabber clients were successfully introduced for internal and field use. Jabber for Windows and Jabber for iPhone are now used.

## PROJECT ON SCHEDULE

The actual implementation of the large number of components and products began in June 2015. This included a one-month test and a two-level pilot phase as well as a gradual rollout including migration for all departments. The changeover to the new employee terminals was accomplished in a total of six steps, each involving over 600 employees per week. Today, approximately 4,000 Schwäbisch Hall office phones are integrated within the solution.



We completed this strategically crucial project for Schwäbisch Hall on time and within budget in December 2015. The highly focused, committed and professional work of Damovo contributed significantly to this. This ranged from the product validation in the proof of concept and the solution design through to implementation.”

explains Thomas Leiser.

# BAUSPARKASSE SCHWÄBISCH HALL

## IMPROVE

Many employees had to get used to new phones and new software in the early stages, but this is now no longer an issue. Quite the opposite: employee productivity and satisfaction have actually risen greatly. By unifying the device infrastructure and integrating smartphones, it is now possible to deploy

employees more flexibly – both those working at the head office and those teleworking. In addition, the solution, which is currently only being used by the company's own staff, can also be deployed in a targeted way for partners or even for customers, e.g. for video communication.



Schwäbisch Hall operates cost-consciously, but is not penny-pinching when it comes to investment. We are looking to secure our competitiveness and thus the future viability of the company,”

sums up Leiser.

„The communications infrastructure is a key component for efficient digitisation of the core business. It supports the value chain from order capture to contract processing and is an important tool for improving consultation quality and for raising customer benefit through greater efficiency.



Damovo delivers technology-enabled business efficiencies to enterprises around the 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 Managed Services.

Damovo has regional offices across Europe and a global capability spanning over 100 countries. Whatever the sector and wherever the geography, we give our 2,000 customers the tools they need to accomplish continuous business improvement.

Explore more at [www.damovo.com](http://www.damovo.com)

---