



DAMOVO

Into the future - with security!



## Change Driver

The IT department of one of the leading commercial banks in Germany with more than 7000 employees acts as a link between specialist departments and external service providers.

The existing telecommunications system is reaching end of life. A modern platform is needed that meets the high security requirements of the bank.

Contact Centre functionality and UCC tools were also required in order to improve communications across the company.







## Damovo Approach

Within the scope of a 400-page tender, a service provider was sought that could meet the extensive security requirements – including BSI conformity, threat and risk analysis, test scenarios, migration concepts for TC, UC, CC and Trading as well as concepts for training and operation (including emergencies).

Damovo convinced the customer with a creative solution that focused on “Security by Design” from the very beginning.

The migration from Unify HiPath to a modern Cisco UCC solution comprised 4000 Cisco telephony ports and 4000 Cisco UC clients. A contact center with 40 workstations and 15 SX10 video systems was established as well as 350 IPC trading stations including voice recording.



## Customer Value

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### How the **IT manager** benefits

Comprehensive recovery and emergency concepts have been developed and tested and are ready for use.

Analysis, design, implementation, rollout and operation of the secure solution are managed by Damovo.

### How the **company** benefits

All regulatory requirements of Federal Financial Supervisory Authority and the German Federal of Information security (BSI) safety requirements are met.

Compliance with safety requirements made through product modifications by Damovo.