

Risk reduction with Intrexx

ITIL and Basel II – implemented at the Santander Consumer Bank

The Santander Consumer Bank

The Santander Consumer Bank AG, former CC-Bank AG, is part of the Grupo Santander. According to its market capitalisation the Santander Consumer Bank is the number one in the euro zone and one of the leading banks worldwide. The Grupo Santander has 131,000 employees in more than 40 countries.

Requirements

The Santander Consumer Bank was searching for software to implement the rules of ITIL (IT Infrastructure Library) for processes in the IT service management. The idea was to keep the specifications of Basel II which include all internal procedures and systems to calculate the risk of loss.

Solution

To achieve this aim the bank decided to built up an Enterprise Portal with the help of Intrexx – a Portal Software from the German provider United Planet. At this moment all the infrastructure components of the bank are managed in this Portal. Now it is easily possible to display which hardware component is part of a certain IT process. The program calculates automatically the default risk of the component and checks if there is an adequate backup available to minimise the risk. Further information about the IT service (support-, service-, rent- and leasing contracts etc.) can be shown at the same time. An infrastructure with 45 IT services and approx. 1000 server side hardware components from different companies, such as I-series, Z-series, HP-UX, Novell, Windows and Citrix are now being managed with Intrexx. The created automatisms help also to meet the SOX requirements (Sarbanes-Oxley Act of 2002) efficiently.

Benefits

- Simplification of workflows
- Compliance with given laws
- Simplification of company reports
- Efficient administration of processes, risks and responsibilities
- Worldwide implementation of multilingual documentation



Company: Santander Consumer Bank
www.santander.de

Location: Monchengladbach, Germany; the Grupo Santander is present in 40 countries worldwide

Branch: Banks

Position: Market Leader

Employees: approx. 1,580

Products und Services:
Intrexx
Project Management Studio
United Planet Consulting