

Efficient Customer Support with Intrexx

The Sparkasse Menden intranet – a "reference work" for all employees

Sparkasse Menden

Sparkasse Menden was founded in 1842 and is a member of the Westphalian-Lippe Savings and Clearing Bank Association in Münster, Germany. It currently has about 220 employees in the region, distributed amongst eight branches. In cooperation with their group partners, the Sparkasse offers requirements-based financial services to private and corporate customers.

Requirement

In 2001, Sparkasse Menden decided to introduce an intranet which was to be available to employees as a "reference work". Information would be centrally collected and be made easily accessible to all employees. In addition, they hoped that this step would simplify the work processes in the various divisions of the credit institute.

Solution

Their shortlist included the portal solutions Intrexx and Microsoft SharePoint, as well as a collaboration software. Intrexx was chosen because the solution not only had a better cost/performance ratio than the other two competitors, but also because its user interface was the easiest to use. In the meantime, more than 3,000 documents are available to employees via the portal, of which approximately 85% can be accessed by all employees. The remaining 15% make use of the flexible authorisation management from Intrexx, and are only available to those project groups which have the proper authorisation. This means that all employees only see the information that is relevant for them. Within a short period of time, the Sparkasse intranet became a comprehensive reference work. It contains general operational information, training material, and information on donation accounts or various models for pension plans. Even customer service was greatly improved by the portal. Stock market and product information, details about legal particularities and operational guidelines make it possible to prepare for sales talks more efficiently. Thanks to the abundance of structured information and other material, the portal helps to provide uniform and professional customer support for incoming calls. Responsibility and supervision criteria, as well as the absence of employees and the arrangements for substitutes, can also be recorded. In addition, the portal can be used as a telephone book, to register for internal training courses, and to manage the car pool. Now each employee immediately sees which company cars are available and which are currently in use.

Benefits

- One platform for all pre-printed forms, sales aids and projects
- Organisation of daily processes is more efficient
- Up-to-date information reduces the error rate
- Simplified search and data access from all locations
- Portal system can be enhanced as needed



Company: Sparkasse Menden
www.sparkasse-menden.de

Location: Menden, Germany; another seven branches in the municipal area

Sector: Banks

Employees: Approx. 220

Partner: QuinScape GmbH,
www.quinscape.de

Products and services:

Intrexx
Intrexx QM-Portal
Quinscape Academy
United Planet reference books

"The internal portal enabled us to optimise and simplify our customer support. I recommend that other banks adopt this type of solution."

Adam Slawik, System Administrator, Sparkasse Menden