

Germany | Financial services

Comprehensive web application service supports digital transformation at Bayerische Landesbank

Client profile

BayernLB is a leading Bavarian and German investment financing company. Its 5.4 million customers include companies, financial institutions, investors, savings banks and the public sector. Through BayernLB Holding AG, it's 75% owned by the Free State of Bavaria and 25% by the Savings Bank Association of Bavaria.

BayernLB is headquartered in Munich, with branches throughout Germany, across Europe, as well as New York, Shanghai and Taicang.

Why NTT DATA?

- Innovative, customer-oriented approach
- In-depth knowledge of IT processes across industries
- Leader in customer satisfaction

IT Sourcing Study Germany 2023 / Whitelane Research



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NTT DATA has brought our web application landscape up to date and is always there for us, from planning to implementation to maintenance and support – this is a service with real added value and the ideal basis for a permanent partnership.

Theresa Aretz, Team Leader IT Service Management Sales, Account & Payment Transactions, BayernLB

Business need

Web portal services: From development to full-service support

Most organizations today prefer to make use of online banking. To meet this customer need BayernLB has been leveraging digital channels provide services and communicate with these customers. Since 2011, BayernLB has partnered with NTT DATA to develop individual web applications, including forex and commodity trading applications, as well as managing editorial content.

From 2015, BayernLB asked NTT DATA for a framework agreement for comprehensive consultation and support with regard to its web portal landscape: Not only planning, development and implementation, but also operation, maintenance and support delivered from a single source.

Solution

Challenges require agile problem solving

To make this happen Andreas Klein, project manager, IT architect at NTT DATA and head of the BayernLB project had to turn an agile development team into a full-service team. The team took responsibility for a large number of applications, some of which had been developed by third parties, and deliver the same level of service for all of them, including patches and migrations. In addition, the team was responsible for maintaining the content management system of BayernLB with 20 editors in layout and development, responsible for allowing BayernLB to fulfil its information obligation via increasingly important digital channels.

“We need to support a wide variety of applications and technologies. For this reason, we have brought people into the team who are not specialists, but instead are well-rounded experts who enjoy technology and find agile solutions where others only see problems,” says Klein.



We are enthusiastic about the long-standing, cooperative collaboration with NTT DATA. The team doesn't just do what's in the contract, but plans ahead, is prepared for the worst-case scenario, and if something unforeseen does occur, they're the first to help.

Theresa Aretz, Team Leader IT Service Management Sales, Account & Payment Transactions at BayernLB

Outcomes

Smooth and certified operation, now and in the future

Since the introduction of the framework agreement, a core team of eight experts from NTT DATA has worked side by side BayernLB's IT team to ensure the smooth operation of their environment.

To be able to detect and evaluate potential issues quickly and reliably, the team needs to have an excellent knowledge of the content and, above all, of the application processes. In a shared service environment where systems run for a long time without failure, it's extremely important to understand what these issues might be, even when they don't arise, as well as continuously monitoring the environment.

The services are reported every month and are both internally controlled, and certified according to ISO 270001 and ISAE 3402 type 2. In this way the municipal and state-owned bank can always fulfil its obligations towards its customers with NTT DATA taking responsibility for the services.

Outlook

A strategic partner for the future

As the banking system becomes increasingly digitized, NTT DATA is, among other things, set to be a strategic partner for a central future project. The consolidation of BayernLB's heterogeneous application landscape is part of a massive project that BayernLB will tackle together with NTT DATA.