

Information Builders helps organizations transform data into business value. Our business intelligence, integration, and data integrity solutions enable smarter decision-making, strengthen customer relationships, and drive growth.

PostFinance Ltd

Snapshot

Organization

PostFinance Ltd is the leading Swiss retail financial institution, ranking first in payment transactions in Switzerland.

Challenge

The company's existing BI platform lacked functionality and flexibility. Reporting was cumbersome and the user adoption rate was low.

Strategy

Develop a powerful information management platform to access and analyze data through dashboards; provide flexible, event-related data for internal reports.

Results

WebFOCUS improves internal efficiencies, enhances customer service, and delivers self sufficiency to the user community.

Information Builders Solution

WebFOCUS Portal, Active Technologies, SAP adapter, and DB2 adapter.



PostFinance Enhances Client Services

Information Builders' Analytics Platform Delivers Rapid ROI for Leading Swiss Financial Services Company

Delivering fast, responsive customer service is essential for financial service providers. PostFinance Ltd fulfills these requirements with Information Builders' WebFOCUS business intelligence (BI) and analytics platform.

PostFinance Ltd is number one in payment transactions and one of the leading Swiss retail financial institutions. Modernizing its core banking systems is an ongoing priority, which is partly what motivated the retail banking giant to choose WebFOCUS analytics software.

Coping With Modern BI Requirements

To continue to thrive in Switzerland's dynamic financial markets, PostFinance needs fresh insight into every dimension of its business. Management was quick to realize that the company's existing BI platform was no longer able to meet corporate requirements for delivering current insight and enabling excellent customer support.

“Information Builders impressed us with the wide functionality and flexibility of its analytics platform and its simple licensing model.”

**Marcel Schlatter
Head of Finance Services
PostFinance Ltd**

To stay competitive, it needed a powerful analytics platform that could take the company beyond classic reporting to deliver accessible, flexible, event-related information.

Previously, PostFinance had difficulty instituting cohesive BI practices. The user community did not embrace the company's former BI tools, claiming they weren't flexible enough and lacked functionality. Many departments supplemented these basic BI tools with Microsoft Excel. The result was a heterogeneous BI landscape. It ran counter to the information strategy and target architecture and made system maintenance more complex.

Requirements for the New BI System

PostFinance executives launched a high-priority program to find a more effective system that could improve organizational efficiency and enhance client services. Information Builders offered a complete analytics system that could fulfill the company's analytic requirements and deliver much-needed efficiencies among employees.

The new self-service platform is intended to fulfill the following requirements:

- Uniform and integrated architecture
- Short time to market in report generation
- Mobile capabilities with data encryption and straightforward connections to the existing identity management system
- Better data visualization capabilities
- Drill-down capability at all levels
- Expandability and easy integration with other PostFinance applications
- Increased user acceptance thanks to simpler reporting functions
- More flexibility in the implementation of self-service applications
- Easier administration

“Information Builders impressed us with the wide functionality and flexibility of its analytics platform and its simple licensing model,” explains Marcel Schlatter, head of Finance Services at PostFinance Ltd. “The transparency of the negotiations and the broad functionality offered by Information Builders convinced the evaluation team that Information Builders would be a good partner.”

According to Claude Anthamatten, project manager for the BI platform at PostFinance Ltd, the biggest challenges in the project involved integrating new BI assets among a variety of IT service providers and network zones. PostFinance was able to find simple and flexible ways to overcome these challenges.

Rapid ROI and Scalability

Another important aspect of WebFOCUS is the unlimited scalability of the system. PostFinance plans to connect 2,500 users once the system is fully deployed, with mobile BI capabilities and role-oriented user interfaces to establish broad reach without additional licensing costs. The selection team favored Information Builders over all its competitors due to this economical licensing model,

Find Out More

To find out how we can help your company succeed, talk to your local Information Builders representative today. Visit us at informationbuilders.com, or in the U.S. and Canada, call **(800) 969-4636**. To improve your skills with our solutions, visit education.ibi.com.

“The cooperation with local specialists from Information Builders has exceeded expectations. Information Builders has been well integrated with the project team.”

**Oliver Brenner
Director of Enterprise
Data Warehouse
PostFinance Ltd.**

which ensures transparent and predictable investment and operating costs. Of all the proposals submitted, the Information Builders solution promised the lowest total cost of ownership (TCO). The project leaders expect to see a return on investment over a period of 24 months.

PostFinance appreciated Information Builders’ philosophy of keeping users at the center of analytics processes. WebFOCUS satisfies sophisticated analytical needs with powerful functions, reducing the pitfalls of using Excel and other disconnected data analysis tools. Applications and dashboards can be tailored to the wishes of users. The modular architecture allows PostFinance employees to customize the environment by adding new features. Modern mash-up technology makes it easy to connect other business systems (such as an e-banking application) without programming.

No financial institution can afford to make mistakes when it comes to security. The WebFOCUS architecture is built on a tight security model that includes single sign-on, metadata-based deployment, multitenancy templates, and a fine-grained security model. Users are not burdened with security functions. Once authorized, they can see certain portions of the system and of the database according to their roles. All authentication activities take place in the background.

Current Status of the Project

PostFinance and Information Builders embarked on an ambitious schedule to complete the project. They had to accommodate existing dependencies within the company. However, having a flat development organization, in conjunction with Information Builders’ strong expertise, helped minimize the time from concept to completion. To streamline initial staff training and testing, the company established an “innovation island” that allows a few dozen users to test the new WebFOCUS solutions. Application owners manage the process and convey the desires and needs of employees. This approach has ensured rising interest from the departments that support the project.

The system has been easy to integrate into PostFinance’s existing infrastructure. Staff members with no technical background can generate their own reports and dashboards – and perform their own queries and analyses – without help from IT staff.

“The cooperation with local specialists from Information Builders has exceeded expectations. Information Builders has been well integrated with the project team,” says Oliver Brenner, director of Enterprise Data Warehouse at PostFinance Ltd.

As the system gains adherents, the results speak for themselves. Employees are making better and faster decisions. There are no longer backlogs for reports and evaluations. People are collaborating more freely. Additionally, the IT staff is freed from dealing with report-related questions so they can concentrate on strategic IT initiatives.

Worldwide Offices

Corporate Headquarters

Two Penn Plaza
New York, NY 10121-2898
(212) 736-4433
(800) 969-4636

United States

Atlanta, GA* (770) 395-9913
Boston, MA* (781) 224-7660
Channels (770) 677-9923
Charlotte, NC (980) 215-8416
Chicago, IL* (630) 971-6700
Cincinnati, OH* (513) 891-2338
Dallas, TX* (972) 398-4100
Denver, CO* (303) 770-4440
Detroit, MI* (248) 641-8820
Federal Systems, D.C.* (703) 276-9006
Florham Park, NJ (973) 593-0022
Houston, TX* (713) 952-4800
Los Angeles, CA* (310) 615-0735
Minneapolis, MN* (651) 602-9100
New York, NY* (212) 736-4433
Philadelphia, PA* (610) 940-0790
Pittsburgh, PA (412) 494-9699
San Jose, CA* (408) 453-7600
Seattle, WA (206) 624-9055
St. Louis, MO* (636) 519-1411, ext. 321
Washington, D.C.* (703) 276-9006

International

Australia*
Melbourne 61-3-9631-7900
Sydney 61-2-8223-0600
Austria Raffeisen Informatik Consulting GmbH
Wien 43-1-211-36-3344
Brazil
São Paulo 55-11-3372-0300
Canada
Calgary (403) 718-9828
Montreal* (514) 421-1555
Toronto* (416) 364-2760
Vancouver (604) 688-2499
China
Peacom, Inc.
Fuzhou 86-15-8800-93995
SolventoSOFT Technology (HK) Limited
Hong Kong 852-9802-4757
Czech Republic InfoBuild Software CE s.r.o.
Praha 420-234-234-773
Estonia InfoBuild Estonia OÜ
Tallinn 372-618-1585
Finland InfoBuild Oy
Espoo 358-207-580-840
France*
Suresnes +33 (0)1-49-00-66-00
Germany
Eschborn* 49-6196-775-76-0
Greece Applied Science Ltd.
Athens 30-210-699-8225
Guatemala IDS de Centroamerica
Guatemala City (502) 2412-4212
India* InfoBuild India
Chennai 91-44-42177082
Israel SRL Software Products Ltd.
Petah-Tikva 972-3-9787273
Italy
Agrate Brianza 39-039-59 66 200
Japan KK Ashisuto
Tokyo 81-3-5276-5863
Latvia InfoBuild Lithuania, UAB
Vilnius 370-5-268-3327
Lithuania InfoBuild Lithuania, UAB
Vilnius 370-5-268-3327
Mexico
Mexico City 52-55-5062-0660

Netherlands*

Amstelveen 31 (0)20-4563333

- Belgium
- Luxembourg

Nigeria InfoBuild Nigeria
Garki-Abuja 234-9-290-2621

Norway InfoBuild Norge AS c/o Okonor
Tynset 358-0-207-580-840

Portugal

Lisboa 351-217-217-400

Singapore Automatic Identification Technology Ltd.
Singapore 65-69080191/92

South Africa InfoBuild (Pty) Ltd.
Johannesburg 27-11-064-5668

South Korea

Dfocus Co., Ltd.
Seoul 02-3452-3900
UVANSYS, Inc.
Seoul 82-2-832-0705

Southeast Asia Information Builders SEAsia Pte. Ltd.
Singapore 60-172980912

- Bangladesh ■ Brunei ■ Burma ■ Cambodia
- Indonesia ■ Malaysia ■ Papua New Guinea
- Thailand ■ The Philippines ■ Vietnam

Spain

Barcelona 34-93-452-63-85
Bilbao 34-94-400-88-05
Madrid* 34-91-710-22-75

Sweden

Stockholm 46-8-76-46-000

Switzerland

Wallisellen 41-44-839-49-49

Taiwan

Azion Corporation
Taipei 886-2-2356-3996
Galaxy Software Services, Inc.
Taipei 886-2-2586-7890, ext. 114

United Kingdom*

Uxbridge Middlesex 44-20-7107-4000

Venezuela InfoServices Consulting
Caracas 58212-763-1653

West Africa InfoBuild FSA
Abidjan 225-01-17-61-15

* Training facilities are located at these offices.