



Report on benchmarking project at Postbank Systems

Short project time, good result

After implementing several major changes, Postbank Systems, the IT service provider of Deutsche Postbank AG wanted to determine where it stood. The benchmark by Maturity showed that there was potential for synergy.

One of the strategic targets of Postbank is the factor of cost leadership – which also includes the continuous improvement of its own internal costs structure. “It was about time that we found out exactly how we were doing”, explains Manfred Löw, Director of IT subsidiary Postbank Systems where he is responsible for the Operations Department (platforms, applications and service delivery). “In addition the purchase of the credit bank BHW including its subsidiary BHW-IT bought in another IT service provider which we had to include in our deliberations. At the end of the day we also wanted to identify potential synergies”, says Löw.

Postbank Systems therefore decided on a benchmark and at the end of the tendering process it awarded the order for the project to Maturity. The main centre for the comparison was provided by Postbank Systems Classic and BHW-IT departments. Maturity reviewed all the platforms, the infrastructure and the middle-ware. Special attention was directed at the cost structure of two applications, namely the core bank system and the online banking system. In addition the process model was also studied.

Maturity won the order for project in particular as a result of the benchmarking concept that it has developed for itself. The basis of it is that no company is so like another one as to

make direct benchmarking possible. It is only as a result of the so-called “standardisation” of the peer group to the customer’s level that comparability is possible at all. “This meant that they were comparing apples with apples”, explains Löw who also praised the peer group and how up to date the data was. Furthermore the Maturity concept offered the benefit that it incurs less efforts than traditional benchmark methods and therefore tied up fewer staff.

The benchmark confirmed the wide-ranging cost leadership of Postbank Systems. “We did not expect that result”, says a delighted Löw. Most of the suggestions made by Maturity will be implemented by Postbank Systems. “Actually we had identified some of the recommendations made by Maturity prior to the project and started work groups to look into them, but these projects also identified loopholes and weaknesses which we had not seen before.”

Despite the extremely complex nature of the benchmark and the rather unfortunate timing chosen for the process (the comparison started one month before the Christmas holidays), everything went very quickly. Around three months later Maturity presented the results. “Short time, good results”, sums up Löw. “Maturity completed the project quickly and efficiently without tying up expensive resources.” ■

Profile



Unternehmen

Postbank Systems
IT service provider of Postbank AG

Website

www.postbank.de/systems

Benchmark targets

- Analysis of the cost structure of core bank systems and the online banking platform
- Identification of potential synergies

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Manfred Löw, Director of Postbank Systems

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