



Windows Vista and the Microsoft Office System Customer Solution Case Study



Customer: BRE Bank
Web Site: www.brebank.pl
Customer Size: 6,000
Country or Region: Poland
Industry: Financial services

Customer Profile

Founded in 1986 and based in Warsaw, BRE Bank is one of Poland's leading commercial financial institutions. It employs 6,000 people and is known for innovative products and services to customers of all sizes.

Software and Services

- 2007 Microsoft Office system
- Microsoft Windows SharePoint® Services
- Microsoft® Solution Accelerator for Business Desktop Deployment 2007
- Windows Vista™

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Bank Simplifies IT for Higher Productivity, Stronger Collaboration, and Lower Costs

“With the advanced support in Windows Vista and 2007 Microsoft Office for finding and sharing information, we anticipate a 10 percent rise in employee productivity.”

Marcin Bielicki, IT Project Leader, BRE Bank

Faced with an overly complex IT infrastructure and a hard-to-manage desktop environment, IT executives at Warsaw-based BRE Bank decided to evaluate the Windows Vista™ operating system and the 2007 Microsoft® Office system and deploy the products on 400 client systems. Based on their evaluation, the executives anticipate that the deployment will boost employee productivity, streamline information exchange, and simplify desktop management and maintenance.

Business Needs

Founded in 1986 and headquartered in Warsaw, Poland, BRE Bank is one of the country's leading financial institutions in terms of asset value, transactions, growth rate, and product variety. The institution, which includes retail branch banks mBank and Multibank, also has a well-earned reputation for innovation, having pioneered an interbranch real-time settlement system, the first Internet bank in Poland (mBank), and the iBRE Internet banking service.

For these reasons, BRE Bank is becoming known as the financial institution of choice

for demanding customers—with “made to measure” products for commercial institutions of all sizes. Toward this endeavor, BRE Bank applies years of expertise in private banking and foreign-trade transactions to its network of more than 1,500 correspondent banks, while maintaining an international strategic partnership with Commerzbank AG and its network of more than 7,000 correspondent banks.

As IT Project Leader Marcin Bielicki explains, over the course of two decades, BRE Bank accumulated a diverse assortment of



operating systems, platform architectures, and applications—which led to a number of problems.

“To continue using legacy applications that were too costly to replace, we had to maintain older operating systems for which the applications were designed,” Bielicki says. “But to enable operation of some of these applications on the desktop, we had to allow many users to run their machines in administrator mode. Together, these circumstances resulted in a very complex IT infrastructure that was costly to maintain and cumbersome to control.”

The complex infrastructure also made it difficult for bank employees to collect and access business data in an efficient manner.

“For mobile employees and those who worked directly with customers, it was difficult to share information, communicate, and collaborate with one another and with the IT professionals on whom they depended for support,” Bielicki says. “For executives, it was difficult to perform the complex business analyses necessary to make effective strategic decisions and deliver the products and services that customers most needed.”

Similarly, it was difficult for BRE Bank to control the cost of managing a rapidly growing volume of information about the market in which the bank competed. This created obstacles to efficiently tracking new and archived documents, to streamlining document workflows, and to expediting business processes.

“Consequently,” Bielicki concludes, “the bank faced major challenges in satisfying existing customers and reaching new ones, maintaining its competitive edge, and growing its business.”

Solution

In early 2006, Bielicki and his colleagues decided to address these challenges by taking part in the early adoption program for the Windows Vista™ operating system and the 2007 Microsoft® Office system and preparing to deploy the products as upgrades to 400 client systems across the enterprise.

With the help of Microsoft Services, the company’s consulting, technical support, and customer service arm, a team of BRE Bank IT professionals conducted extensive testing on technologies supporting security, desktop productivity, administration, and automated deployment. Reflecting on this work, Bielicki is optimistic about the success of the deployment, which is scheduled for early 2007.

“Based on our testing of Microsoft Solution Accelerator for Business Desktop Deployment 2007, Windows Vista image engineering, and the Application Compatibility Toolkit 5.0, I am confident we will be able to execute a highly centralized and automated deployment,” Bielicki says. “This will help our consultants, key account managers, and others who work closely with customers to start using Windows Vista and 2007 Microsoft Office right away for making better business decisions and serving customers more efficiently.”

Benefits

Bielicki says that once deployment is complete, BRE Bank will enjoy a dramatically simpler IT infrastructure and user environment, with measurable improvements in productivity, communication and collaboration, and IT costs.

- **Higher productivity.** With the Windows Vista registry and directory-virtualization features, the bank will implement an enterprisewide desktop standard designed to reduce application-compatibility problems, simplify information exchange among staffers in branch offices, and support compliance among diverse systems. This is expected to boost overall employee productivity by 10 percent.
- **Stronger collaboration.** With the support in 2007 Microsoft Office for enhanced Microsoft Windows® SharePoint® Services, integrated search, metadata, offline files, virtual folders, interactive column headers, and indexing options, the bank will streamline the exchange and processing of information among mobile and non-mobile employees alike. This is expected to enhance collaboration among all BRE Bank employees so they can better serve customers.
- **Lower IT costs.** With the help of the Windows Vista User Account Control and BitLocker Drive Encryption, the bank will simplify desktop administration, management, and support. In turn, the bank will be able to restrict software installation and adjustments to PC settings and automate software distribution based on group membership. This is expected to raise the utilization level of IT professionals by 20 percent and reduce overall IT costs by 15 percent.