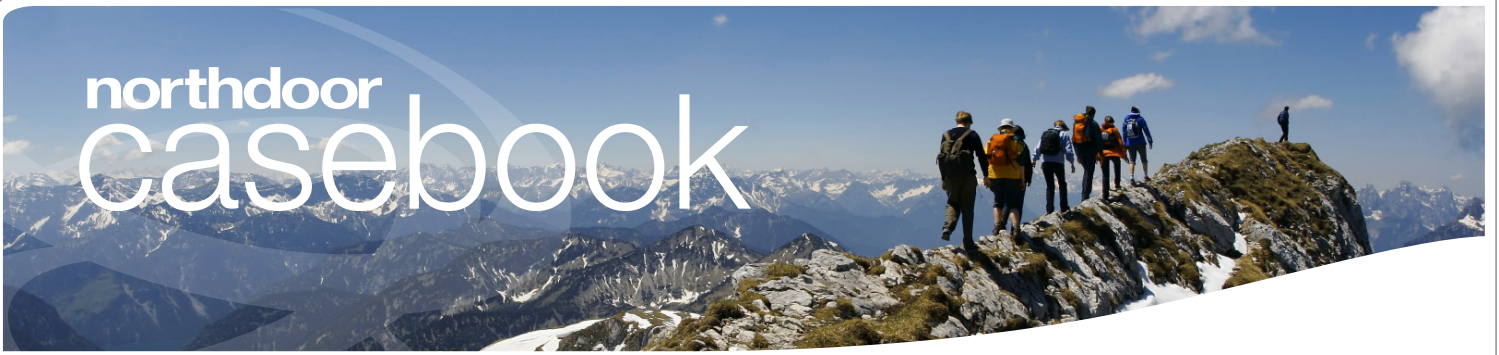


northdoor casebook



Deutsche Postbank transforms business analytics and reporting with Northdoor

Northdoor deployed an IBM Smart Analytics System at the London Branch of Deutsche Postbank AG, enabling both greater automation of standard reporting and increased flexibility and speed in ad-hoc reporting. The Northdoor solution won the 2012 European IT Excellence Award in the 'SMB - Transformation Solution of the Year' category.

About Deutsche Postbank

With 14 million active domestic customers, 20,000 employees and total assets of €215 billion, Deutsche Postbank Group is one of Germany's major financial services providers. Its London Branch consists of a team of more than 40 specialists dedicated to originating and supporting new and existing business relationships within the Real Estate Financing and Public Private Partnership markets.

The Business Challenge

Producing management reports on Commercial Real Estate (CRE) activities was a time-consuming process that required employees to manually gather and reconcile data from disparate sources. Skilled employees were being distracted from their core functions to handle data processing tasks, and the repetitive nature of the work raised the risk of error, reducing confidence in the accuracy of the resulting reports.

The London Branch wanted to achieve increased efficiency, speed and accuracy in internal business reporting. To support this—and to prepare for more demanding future regulatory requirements—the organisation set out to create a central repository of consistent and reliable data, with flexible reporting and analytics tools on top.

IBM technologies

- Smart Analytics System
- Cognos
- InfoSphere
- DB2
- System x
- Power Systems

Smarter business reporting

Northdoor's solution:

- Sources data from multiple systems, then cleanses, normalises and prepares it for reporting and analysis
- Cuts reporting time from hours or even days to just minutes, and increases accuracy
- Saves approximately 20 to 30 man-days of effort each quarter.





By reconciling data from multiple sources into a single data warehouse, the London Branch of Deutsche Postbank would be able to provide more accurate management reporting at higher speed and with less effort. It also expected to achieve significant levels of automation in reporting, freeing up employees to focus on higher-value tasks.

The Northdoor Solution

Northdoor proposed the IBM Smart Analytics System: an integrated platform that provides broad analytics capabilities on a powerful data warehouse foundation with IBM server and storage technology. As a completely integrated solution-in-a-box, the IBM Smart Analytics System is designed for fast, cost-effective deployment and easy ongoing operation. It is also simple, compact and efficient—all of which appealed to Deutsche Postbank.


Although the IBM solution includes all the hardware and software required, it is effectively a blank canvas. Northdoor used its long experience of working with Deutsche Postbank and its strong relationship with IBM to design and deploy a full solution that meets the bank's reporting needs both now and into the future. This included: helping with the business case for investing in the new technology, planning and supporting the deployment, integrating the underlying data sources, building data cubes, and designing standard reports.

Clarel Sookun, Head of IT at the London Branch of Deutsche Postbank, comments: "Northdoor facilitated the selection of the solution, and engaged with the best people in IBM to help with the deployment. Northdoor's excellent knowledge of the IBM hardware and software that constitute the solution was a major help."

Northdoor supported IBM in integrating the new solution with the bank's Midas Plus system, and assisted in the creation of the initial cubes and reports, and in user training. Since the go-live, Northdoor has provided proactive ongoing support for the IBM solution, covering both hardware and software, as well as advising Deutsche Postbank on the front-end reporting.

"Northdoor's excellent knowledge of the IBM hardware and software that constitute the solution was a major help."

*Clarel Sookun, Head of IT at
the London Branch of Deutsche Postbank*



“The Northdoor solution has really proved its worth by reducing the time taken to produce our reports for CRE from hours or even days to minutes - and they are now accurate to the penny.”

Clarel Sookun, Head of IT at the London Branch of Deutsche Postbank

The solution provides a central warehouse for data sourced from multiple systems, cleansed, normalised, and prepared for reporting and analysis. It is designed to grow with the London Branch’s requirements, initially providing a set of pre-defined management reports that were previously difficult and time-consuming to create. As the bank builds up its skills in using the solution, and as new business and regulatory requirements emerge, the solution will grow to cover other areas of the business. It will also allow both greater automation of standard reporting and increased flexibility and speed in ad-hoc reporting.

The Benefits – dramatic acceleration of reporting

Using the IBM and Northdoor solution, the bank has a single source of high-quality data for rapid and consistent reporting. Senior management now has full confidence in the accuracy of reporting, and is able to access information much faster.

Clarel Sookun says: “The Northdoor solution has really proved its worth by reducing the time taken to produce our reports for CRE from hours or even days to minutes - and they are now accurate to the penny. It allows us to centrally store actual and reconciled data, and provides higher-quality reporting.”

In the next phase, the London Branch will introduce more granular financial detail into reports, which will help improve the speed and quality of decision-making within the management team. It also plans to push reports automatically to users, which will save even more time and increase awareness across the business.

“We are already saving approximately 20 to 30 man-days every quarter,” says Clarel Sookun, “but more important is the unprecedented ability to create ad-hoc reports at the touch of a button.”

Best-practice approach

The Northdoor team provided:

- A full analysis of the business challenge, with recommendations for the most appropriate solution
- Assistance with both the proof-of-concept and deployment phases, ensuring that all requirements were delivered
- Excellent links into IBM, ensuring that deployment issues were ironed out swiftly.

“We are already saving approximately 20 to 30 man-days every quarter but more important is the unprecedented ability to create ad-hoc reports at the touch of a button.”

Clarel Sookun, Head of IT at the London Branch of Deutsche Postbank



In the 2012 European IT Excellence Awards, the solution won the 'SMB - Transformation Solution of the Year' category. This external industry award underlines the quality of the Northdoor solution and recognises the London Branch's achievement in transforming its business reporting capabilities.

AJ Thompson, Director of Enterprise Solutions at Northdoor, says: "We're very pleased to get further industry recognition for our efforts to provide clients with the best possible data analytics and management information solutions. Northdoor is committed to developing our offering in this area to ensure clients meet their key business objectives, especially their data security and business analytics needs. Finally, we are proud of our dedicated partnership with IBM in this field and hope to continue our good work with Deutsche Postbank."

About Northdoor

Northdoor is an IT consultancy with a full spectrum of services. The company has more than 20 years of experience in delivering technology solutions that help enterprises to meet their business objectives. Its solutions range from application development to hardware and software provision and IT support.

Northdoor has provided IBM technology solutions to more than 250 companies across all sectors with strength in financial services and professional services. The depth and breadth of Northdoor's technical capabilities have been acknowledged not only by its enterprise customers and in industry awards, but also by IBM through the Centre of Technical Excellence Awards. The company is also the first IBM Business Partner in the UK to achieve IBM's Storage Specialist status.

For more information about Northdoor and its enterprise solutions based on IBM technologies, please visit www.northdoor.co.uk/ibm.



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