



Svenska Handelsbanken

Case Study

Handelsbanken

Flexible Business Continuity thanks to new Data Centre at Svenska Handelsbanken

The Client:

Svenska Handelsbanken is a Nordic bank, and for over 20 years it has upheld the Nordic tradition of quiet, efficient service for all its customers, both individual and corporate, throughout the Nordic region and here in Great Britain. In contrast to many banking organisations, Svenska Handelsbanken believes in delivering service at a local level and being close to the customer. In Great Britain, this has resulted in the building of a branch network currently numbering 30 offices, with staff numbers in excess of 320.



The Challenge:

As the Branch network grew, the IT group recognised that in order to meet its compliance obligations and customer expectations, the Business Continuity plans would need to be enhanced.

The Solution:

Business Continuity impact analysis: To achieve the required business continuity enhancement, a transformation programme was initiated. A 'ground up' business impact review resulted in the decision to establish a new regional Data Centre allowing Handelsbanken the flexibility to run its business from London, a regional Data Centre, or share the load between the two locations.

Data Centre implementation planning: PTS was chosen to assist Handelsbanken due to its understanding of operational process and organisational governance within Handelsbanken. PTS Consulting also has a great deal of experience in designing and implementing Data Centre solutions.

Programme management: PTS Consulting was employed to act as facilitator and change agent during the early phases of the project and taking a full project management role for the delivery of a change strategy and the resulting new Data Centre. Using PTS Consulting's proven PACE methodology to construct and manage a programme to deliver the Data Centre, PTS consultants worked alongside Handelsbanken Staff to ensure that the necessary systems were delivered in time and to budget.

Bob Wilburn, Chairman of the Svenska Handelsbanken DR control group elaborated: *"It is PTS Consulting's knowledge and expertise that Svenska Handelsbanken bought into. Everyone at PTS Consulting is an expert, so at all stages in our project, we knew that we were getting the best person for the job. PTS Consulting's experience enabled them to put the right people on our project in the right place and at the right time."*



The Benefits:

Svenska Handelsbanken now has a UK wide IT infrastructure capable of meeting the foreseeable business requirements and providing the flexibility and robustness to maintain business operations in the event of emergency. This is just one of a number of assignments that Handelsbanken has tasked PTS Consulting with, proving how trusted PTS has become to one of Europe's leading Banks.

Key benefits that the project delivered to Svenska Handelsbanken included:

- Resilient business continuity solution for 28 sites and 320+ users.
- Design and implementation of new regional Data Centre to provide flexibility for operational processes.
- Sufficient capacity to maintain Svenska Handelsbanken's business operations in the event of an emergency.
- Comprehensive impact analysis and implementation planning to ensure all requirements fully accounted for.
- Ongoing project management ensured all tasks completed on time and to budget.
- Specialist PTS knowledge and guidance from initial impact analysis through to planning and implementation reduced stress on client's own resources.



The Verdict:

Bob Wilburn, Chairman of the Svenska Handelsbanken DR control group said: *"The business continuity and Data Centre project was a unique project for Svenska Handelsbanken, therefore it was important that it went well. With a project this business critical, we couldn't afford to have technical or political problems arising. Working with PTS Consulting was an absolute dream. The impact analysis, project preparation and programme management that PTS Consulting implemented for us were completed on time and within budget. From start to finish, PTS Consultants were on hand to handle all of the build and project implementation issues so that we didn't have to. It was fantastic."*

About PTS Consulting

PTS Consulting Group PLC (PTS) is one of the world's leading IT consultancies with a reputation for innovation and thought leadership. PTS is also renowned for its project management expertise. As the global leader in IT relocation projects, working with some of the world's largest companies, PTS has earned a world-wide reputation for independence, professionalism and quality of service. Headquartered in the UK and founded in 1983, PTS has worked in over 70 different countries, 250 cities and employs more than 330 staff in the Americas, EMEA and Asia-Pacific. www.ptsconsulting.com