

NIBC

Avanade Public Reference

Avanade provides Dutch bank with a secure and central customer database



NIBC's challenge

Consumer or corporate focussed banks all need to keep a detailed and reliable record of every customer interaction.

NIBC did not have one single corporate customer database, customer data was stored in several different operational systems. The bank wanted to provide their 200 corporate bankers with one central, corporate database that offered a clear view of each unique customer, including their organizational hierarchy and a view of all the products and services NIBC offers to that specific customer.

Security was an important requirement. Both generic security like access control as well as the 'Chinese wall' principle needed to be covered by the solution, making sure only the appropriate personnel has access to specific customer information.

How Avanade helped

Following a recommendation from Microsoft, Avanade was selected on the strength of its unequalled Microsoft CRM and Master Data Management expertise and experience.

“With the help of Avanade we accomplished our objective of one central and secure corporate client database, containing all crucial customer information and data.”

Marco Witteveen, COO NIBC

The Microsoft Dynamics CRM 2011 system, designed and built by Avanade, is now used by NIBC corporate bankers. Avanade's Master Data Services database gives the solution its power, and means all data is guaranteed to be stored in one place and be of the highest quality.



Customer Profile

NIBC was founded in 1945 by the Dutch government and is now private equity owned, employing around 650 people.

Headquartered in The Hague, NIBC also has offices in Brussels, Frankfurt and London.



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Results realized

The system allows NIBC to see one data set for each customer, providing 100-percent correct data in a hierarchical view. This hierarchy view is also available on company mobile devices.

The system is the further step for NIBC towards its future vision of better integration and connected technologies across the organization. Avanade's work has seen NIBC gain in the following ways:

- A clearer, consolidated view of all client data and interactions. Data is now in one place, not many.
- Improved internal and external communications.
- More control of record and task responsibilities.

The project involved five Avanade experts on site at NIBC, and took a bit over six months to complete.

As well as Microsoft Dynamics CRM 2011, the system also uses Microsoft SQL Server 2008 R2, and Microsoft Master Data Services (MDS 2012). These helped ensure the fidelity of the data.

“Working with Avanade was a pleasure. They are professional and realized what was promised.”

Marco Witteveen, COO NIBC

One key aspect of the final deployment is the use of roles and security permissions for NIBC's internal purposes. This requirement was unique to NIBC and needed Avanade's skills to make this technically complex request a reality within a CRM system.

Fast Facts

Region

The Netherlands

Technology used

Microsoft Dynamics CRM
Microsoft SQL Server Microsoft Master Data Services (MDS 2012)

More Information

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