



Company Size

Several thousand employees

Industry

Financial Services/Banking

Overview

One of the 10 top banks in Europe, with more than 1,400 retail bank locations and over 10 million customers

Case Study:

Meeting Environmental and Customer Service Goals with Logitech for Business Solutions

Large Nordic region bank deploys Logitech for Business solutions across 1,400 retail branches for productive customer meetings

One of the largest financial services groups in the Nordic region and the new European markets of Estonia, Latvia, Lithuania, Poland, and Russia has more than 1,400 retail bank branches and call centers and a successful e-bank. Among the 10 top banks in Europe, the institution provides a wide range of products, services, and solutions within banking, asset management, and insurance to help more than 10 million customers meet their financial goals. The company is focused on delivering superior value for its customers and shareholders.

To create a professional and productive work environment, the bank deploys only the most advanced and innovative business solutions. A long-time Logitech customer, the bank has deployed Logitech mice and keyboards throughout the organization for years because of their advanced features, ease-of-use, and stylish wireless designs.

Each of the bank's retail bank branches has a small meeting room where financial advisors meet with clients to discuss their finances and present new solutions and investment opportunities. To provide a more comfortable and uncluttered environment, the bank replaced old desktop computers in each meeting room with a thin client solution, reducing costs, saving space, and improving productivity. The bank chose to implement the wireless Logitech Wireless Mouse M515 and the Logitech Wireless Solar Keyboard K750 to reduce the amount of wires and cables required in the small meeting spaces.

"We were looking for a performance-driven solution that could facilitate meetings and improve productivity in our branch meeting rooms while creating a streamlined and professional meeting space," said the bank's system analyst. "Using the Logitech for Business office solutions, employees can now wirelessly connect to their desktops in real time through the thin client - a much more seamless and practical solution than having employees carry their laptops into client meetings."

"We chose the Logitech Wireless Mouse M515 and Logitech Wireless Solar Keyboard K750 for our branch meeting rooms because they provide the functionality we need along with stylish wireless designs," added the system analyst.

Environmental Commitment

The bank strives to manage operations in a more environmentally conscious way and is committed to reducing its CO2

"Our bank is committed to our green initiative, and we maintain clear environmental requirements in our sourcing and purchasing processes," the system analyst said. "We adopted the Logitech Wireless Solar Keyboard K750 because it is solar-powered and stays charged for at least three months in total darkness, helping us reduce the number of batteries we purchase and use."

Systems Analyst,
Large Nordic Region Bank

emissions by 18.000 tonnes and lowering energy consumption by 15 percent by 2016. To meet those goals, the bank actively seeks green solutions that will enhance operational efficiencies and customer service goals while reducing its ecological footprint.

“Our bank is committed to our green initiative, and we maintain clear environmental requirements in our sourcing and purchasing processes,” the system analyst said. “We adopted the Logitech Wireless Solar Keyboard K750 because it is solar-powered and stays charged for at least three months in total darkness, helping us reduce the number of batteries we purchase and use.”

The keyboard works seamlessly with the Logitech Wireless Mouse M515, which has a battery life of two years – another contributing factor in the bank’s ability to curtail its need for batteries. “With the Logitech wireless keyboard and mouse, we can also decrease the time and money required to replace batteries, helping us realize a notable cost savings,” said the system analyst.

Logitech Webcam Reduces Travel

To further reduce its environmental effect, the bank has chosen to limit business travel between offices by encouraging virtual meetings, which also helps the bank save time and money. By 2016, the bank aims to reduce employees’ number of business trips by 30 percent so the company has invested in widespread video conference solutions.

“We are currently testing the Logitech HD Pro Webcam C920 and have been very pleased with its performance,” the system analyst noted. The Logitech HD Pro Webcam C920 delivers full HD 1080p video that provides a smooth, high-quality video conference experience. Using H.264 video encoding – the industry standard for high-definition video – the Logitech HD Pro Webcam C920 can place less demand on the end-user computer to generate high-resolution images with superior clarity.

“The Logitech for Business office solutions are plug-and-play, taking only seconds to set up so our financial planners can easily gain access to important data. As a result, we can more quickly and better meet our clients’ financial needs.”

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Helping Employees Meet Goals

At the heart of the bank’s success is its enduring commitment to providing a great customer experience. “Our bank understands that its people make the difference in our ability to serve customers and is committed to providing the tools to help employees perform as professionally as possible,” the system analyst commented. Logitech for Business office solutions deliver the performance and reliability employees need when interfacing with customers. The system analyst added, “The Logitech for Business office solutions are plug-and-play, taking only seconds to set up so our financial planners can easily gain access to important data. As a result, we can more quickly and better meet our clients’ financial needs.”

Because of their ease-of-use and reliability, the Logitech for Business office solutions also simplify and reduce maintenance and support requirements. “We have deployed a thin client combined with the Logitech Wireless Mouse M515 and Logitech Wireless Solar Keyboard K750 to help ensure a professional, simple, and effective standard for all client meeting rooms,” the system analyst concluded. “With a standard configuration in all branches, our IT team can more effectively support employees and maintain system performance to ensure excellent customer service across the bank.”

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Challenges

- Ensure secure communication of confidential client information
- Lower energy consumption and costs
- Enhance productivity and customer service levels

Solutions

Using the Logitech Wireless Solar Keyboard K750 and Logitech Wireless Mouse M515 combined with a thin client in branch meeting rooms, the bank has created an optimal space for customer consultations while helping lower costs. The Logitech HD Pro Webcam C920 helps reduce business travel.

Benefits

- Provide secure data transmission between receiver and keyboard
- Help reduce alkaline battery consumption with solar-powered keyboard and long-lasting battery-powered mouse to help meet environmental goals
- Boost employee productivity and efficiency to enhance customer service
- Help minimize business travel with use of Logitech HD Pro Webcam C920
- Ease of use and plug-and-play functionality help reduce IT maintenance and support



Logitech Wireless Solar Keyboard K750



Logitech Wireless Mouse M515



Logitech HD Pro Webcam C920