FROM THE TICKET SYSTEM TO THE STANDARD OF THE COOPERATION

ISONET

How the 446 Plattform® is used
at the Thurgauer Kantonalbank
to guarantee IT Processes.

Thurgauer Kantonalbank

With over 700 employees and total assets of more than
CHF 23 billion, Thurgauer Kantonalbank (TKB) is one of
Switzerland's largest banks. The listed financial institution
is the market leader in Thurgau and offers comprehensive
banking services for private individuals, businesses, com-
panies, and the public sector. Its business policy focuses
on customer proximity, a needs-oriented product range,
competent advice, and personal service.

In addition to the nationwide network of 28 branch offices
in the county, customers have access to around 80 ATMs,
various electronic channels, and the advice center in
Weinfelden for processing ATM transactions.

**Since 2008, Thurgauer Kantonalbank has been using Isonet
software for its internal IT services in the Service Desk and
Application Management area to handle orders and prob-
lems for its 700 employees.**

THURGAUER KANTONALBANK COMPACT	
HEADQUARTER	Switzerland, Weinfelden
EMPLOYEES	> 700
BRANCH	Banks
ECONOMIC AREA	Thurgau
BALANCE SHEET	CHF 23 Billion

RUEDI SCHWARZENBACH
Expert Application Engineer
Thurgauer Kantonalbank

«The 446 Plattform®
is an extremely stable
and reliable system that
is nevertheless flexible.»

1

Start of the cooperation

The Thurgauer Kantonalbank decides to operate IT services in-house. This requires the bank to have a suitable software solution to map and process IT tickets.

For the Thurgauer Kantonalbank, ensuring well-functioning IT at the workplace with over 700 employees in 28 branch offices is a significant task. To achieve this, the Service Desk has been processing questions, orders, and problems using Isonet software since 2008.

SERVICE DESK
The Service Desk of the Thurgauer Kantonalbank is the first point of contact for employees with questions, orders, and problems relating to IT at the workplace. If, for example, IT is to be set up at the workplace for a new employee, the printer does not work, or the server cannot be reached, the employees contact the Service Desk.

At the same time, the Application Management department must ensure that the bank-specific software functions smoothly and is kept up-to-date.

APPLICATION MANAGEMENT
As a financial institution, Thurgauer Kantonalbank needs specialized software to provide its customers with optimum support and manage their finances. Application Management is responsible for the support and further development of this software. The tasks range from troubleshooting to the development of new functions.

Isonet provides Thurgauer Kantonalbank with agile, reliable, and powerful software for mapping processes and controlling IT service management.

2

Implement the processes, train the employees.

Isonet trains the Thurgauer Kantonalbank in how to will be able to digitize and automate processes independently in the future.

After the start of the cooperation, the focus is on the optimization and implementation of the necessary processes to ensure a functioning service desk and optimal application management. The Thurgauer Kantonalbank has already defined the processes in advance, which will now be implemented together with Isonet as workflows on the 446 Plattform® (formerly Ticket-Xpert) can be displayed.

Isonet's approach: Not only to transfer the processes into the software, but also to train the employees of the Thurgauer Kantonalbank in working with the workflow designer and other modules of the platform.

The Thurgauer Kantonalbank has its headquarters in Weinfelden, Switzerland

When the system went live in August 2008, the employees who support the 446 Plattform® are directly able to digitize processes independently. This has the advantage that the employees can work independently and there are less external costs.

> **«WE ALSO USE THE 446 PLATTFORM® AS A TOOL TO GUIDE THE EMPLOYEES THEY ADHERE TO THEIR PROCESSES.»**

3

System Interconnection with new Interfaces

The processes are optimized across system boundaries. This increases efficiency and saves costs.

Because some IT problems can only be solved by an external service provider of the Thurgauer Kantonalbank, Isonet programs an interface to connect the two different ticket systems.

The advantage: The Thurgauer Kantonalbank can forward IT-Tickets directly to the external service provider and has an insight into the processing status at any time. Without this interface, an employee of the service desk would have to enter the ticket data into the ticket system of the external service provider himself, which would mean a considerable additional effort.

> **«ISONET'S SOFTWARE HAS BEEN A PART OF DAILY WORK - WITHOUT IT IS NOT GOING. THE 446 PLATTFORM® RELIEVES US OF WORK.»**

The new software releases from Isonet are also convincing. Thus, the dashboard introduced in 2016 provided significant improvements by providing an overview of orders and further insights into order processing.

Example Dashboard of the 446 Plattform®
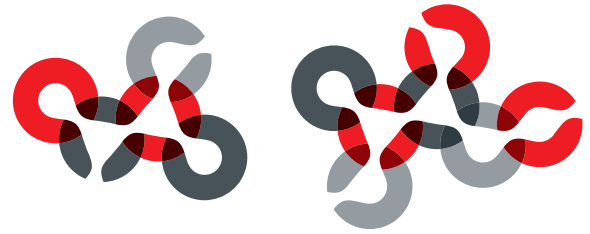
4

Establishment of a standard of cooperation

With the continuous optimization of the software, Isonet was able to make the work of Thurgauer Kantonalbank employees noticeably easier.

According to Ruedi Schwarzenbach, Expert Application Engineer at the Thurgauer Kantonalbank, around 70 percent of all employees now work with Isonet software (as of 2019). The majority of them set up tickets if, for example, there are problems with the banking software, documents cannot be opened, or IT is to be set up at the workplace. Besides, processes such as virus protection or storage space monitoring are automated. Round 50 people at Thurgauer Kantonalbank take care of the processing of orders.
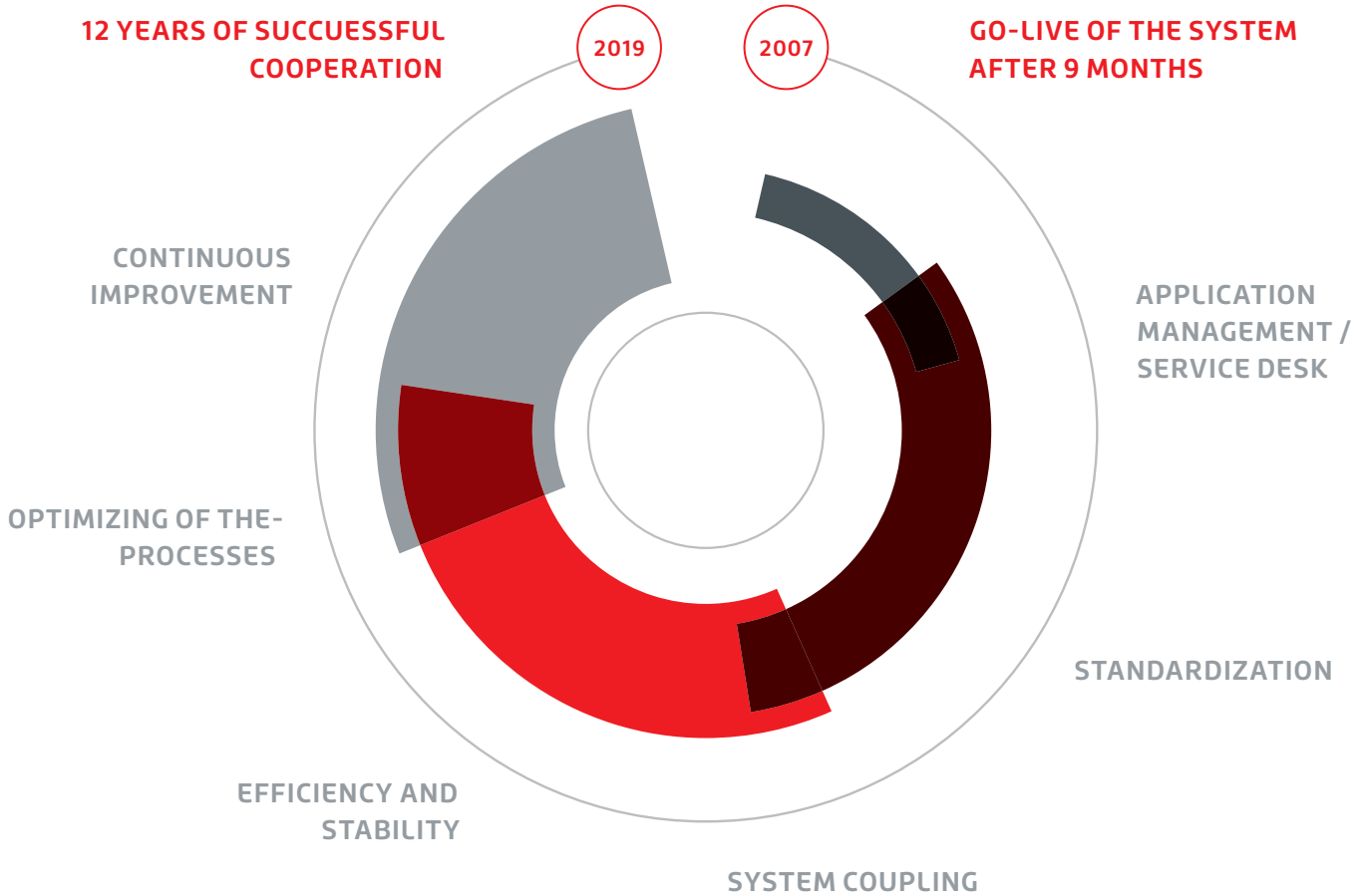
THE REASON
«From 2013 to the beginning of 2019, more than 2,000 demands were placed on our banking software by our employees. Client advisors work with this software every day - the requirements are correspondingly high, problems have to be solved, and functions have to be continuously optimized», says Ruedi Schwarzenbach, Expert Application Engineer at Thurgauer Kantonalbank.

Over time, Isonet's software has developed into an essential work tool. Ruedi Schwarzenbach, Expert Application Engineer at Thurgauer Kantonalbank:

> **«ISONET IS A RELIABLE, SWISS PARTNER. WE HAVE QUESTIONS, WE CAN RELY ON ISONET AT ANY TIME.»**

Use of the Isonet Software

12 YEARS OF SUCCUESSFUL COOPERATION

2019

2007

GO-LIVE OF THE SYSTEM AFTER 9 MONTHS

CONTINUOUS IMPROVEMENT

APPLICATION MANAGEMENT / SERVICE DESK

OPTIMIZING OF THE-PROCESSES

STANDARDIZATION

EFFICIENCY AND STABILITY

SYSTEM COUPLING

ABOUT ISONET

Isonet combines with its systemic process management, the 446 Methode®, process analysis, and management consulting innovatively and thus enables companies to also solve future tasks. Since the founding of the company in 1994, the branches in Zurich (headquarters) and Leipzig have served numerous customers from various industries and of different sizes. The goal is always the sustainable optimization of processes and workflows so that companies can react agilely to market developments at any time. With Isonet's IT solution, the 446 Plattform®, you can optimize your processes individually, flexibly, and holistically.

Microsoft Partner | Gold Application Development
Gold Data Platform
Gold Intelligent Systems

4 4 6
METHODE

4 4 6
PLATTFORM