



## Banking conglomerate provides faster financial insight through a real-time Web portal.

<b>Overview</b>
<b>Industry</b> <ul style="list-style-type: none"> <li>• Banking, Financial Markets</li> </ul>
<b>Software</b> <ul style="list-style-type: none"> <li>• IBM Lotus® software</li> <li>• IBM WebSphere® software</li> </ul>
<b>IBM Business Partner</b> <ul style="list-style-type: none"> <li>• Virgil</li> </ul>

*“Using the solution from Virgil and IBM, we believe that we offer the fastest, most convenient access to financial data now available in the Netherlands.”*

—Company spokesperson

**Having started as a group of small rural banks in the late nineteenth century, this bank is now a large conglomerate of 153 local banks that provides a wide range of financial services and products to its country’s retail and business market segments. It is part of a larger corporate group, which is a marketplace leader in virtually every financial services area.**

### Challenge

This conglomerate of 153 local banks provides a wide range of financial services to businesses and consumers. To offer the best rates, prices and advice, it must have quick access to stock market data, interest and exchange rates. But it used separate internal applications to tap into these various data sources. This costly process forced staff to toggle through several interfaces to find all of the pertinent data for a customer, making it hard to offer fast, quality advice. To better serve its customers, the bank needed to deliver financial insight more efficiently.

### Solution

This bank became the first in its marketplace to integrate financial data sources into a centralized, customizable portal. Based on software from IBM and IBM Business Partner Virgil, the portal helps enable staff to provide faster, more accurate advice, and it allows customers to track relevant data in real time via the Web. Virgil’s technology leverages IBM WebSphere software to integrate directly with the data sources, making it possible to stream financial data as it changes, without multiple applications.

### Benefits

- Allows staff and customers to access the data they need up to 35 percent more quickly
- Helped cut total cost of ownership by 15 percent through lower application costs, enabling an 18-month return on investment
- Increases customer satisfaction with first-to-market functionality



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