

Success Story

# OSTSÄCHSISCHE SPARKASSE DRESDEN

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Sparkasse Dresden



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**Ostsächsische Sparkasse Dresden stands for regionality, competence and personal service**

» Industry: Finance » Location: Germany

## PRODUCT REQUIREMENTS



Cloud



MyEngineer®



Managed Service

Ostsächsische Sparkasse is one of the 376 savings banks in the Sparkassen Finanzgruppe. With a combined business volume of 2,980 billion euros, together with their association partners they form the largest financial services provider in Europe. The savings banks in Germany are where the people are. In the cities and in the countryside, in companies, associations and municipal institutions. With 78 branches and 1,500 employees, Ostsächsische Sparkasse offers its private and corporate customers a close-knit network of opportunities to conduct financial transactions.

## THE CHALLENGE

In 2020, when the second coronavirus wave was on the horizon, the employees of Ostsächsische Sparkasse Dresden realized that they needed a video conferencing solution to be able to consult and communicate with each other in the usual quality. "At the time, we were faced with the challenge of restructuring our processes so that they could be mapped 100% in the home office," says Markus Petzold, Senior System Administrator for Organization/IT Operations. This also included an appropriate substitute for meetings and short consultations. "Pure conference calls with several participants were very exhausting," Petzold recalls.

However, Ostsächsische Sparkasse did not have the appropriate infrastructure in-house to host a video conferencing solution itself. Data protection and the fact that the solution is hosted in Germany were the top priorities in the search. It was the requirements and not the product name that counted.



*„We were looking for a competent partner who could provide us with a video conferencing platform that also met our data protection requirements.“*

Markus Petzold | Senior System Administrator for Organization/IT Operations



## SOLUTION

### DATA PROTECTION AND DATA SECURITY

The collaboration with NETWAYS came about in mid-2020. The Jitsi app from NWS is hosted in ISO-certified data centers in Nuremberg. Data security and data protection are a must for the systems engineers at NWS. "The software obviously met our requirements and the NETWAYS sales team was the quickest to respond to our inquiry," says Petzold.

### TRUST AND HONESTY

"With honest answers, even if we didn't like them sometimes," NETWAYS has won the trust of the savings bank. For example, when there was no spontaneous solution for something and you first had to go looking for it. "This type of communication is much more effective than empty promises and stalling tactics," says Petzold.

### EXTENSIVE TESTS

Before the NWS Jitsi app was actually used, the IT team at Sparkasse Dresden tested it extensively. NWS has provided demo access free of charge for this purpose. "Based on our tests and after a few telephone conversations, we specified our requirements, which were then implemented iteratively."

### USER FRIENDLINESS

Meetings can be created quickly and easily. No registration or app is required to participate, as it works from any device via a link in the browser. "Every employee can now start a video conference at any time and without having to plan ahead. An important building block for coping with the pandemic and enabling people to work from home," says Petzold. Since then, there have been fewer on-site meetings at Ostsächsische Sparkasse and customers also have the advantage that they no longer have to come to the branch for certain appointments.



*„This data protection friendliness meets all the requirements of physical meeting rooms in the virtual world. This means that important appointments, from departmental meetings to confidential discussions, can also take place in the home office.“*

Markus Petzold | Senior System Administrator for Organization/IT Operations



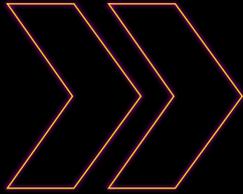
## SUCCESS

### STANDARDIZED SYSTEM

"Previously, we didn't have a standardized video conferencing solution for the entire company. We have now been able to offer this solution to all 1,500 colleagues," says Petzold, pleased with the milestone. Hosting from NWS offers a suitable replacement for the lack of in-house infrastructure. The Systems Engineers at NWS are constantly working on the further development and operation of Jitsi.

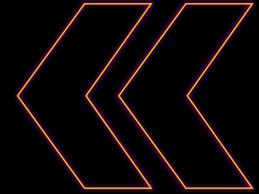
### PERSONAL SERVICE

Petzold considers the excellent cooperation and communication of the NETWAYS Web Services employees to be particularly successful in the implementation of the project: honest, friendly, competent. "I was always informed about the current implementation status without having to ask any questions myself." The same office hours of the core team in contrast to providers from other time zones were just as helpful as the "dedicated team from NWS". For the future, Ostsächsische Sparkasse hopes that the technology and features of NWS Jitsi will continue to develop and for the type of cooperation: "Keep up the good work!"



*„We appreciate the dedicated team at NWS, which makes suggestions for improvement to us, but also accepts them. Even as a small customer, you are taken seriously.“*

Markus Petzold | Senior System Administrator for Organization/IT Operations



## THE ADVANTAGES AT A GLANCE

- » High demands on data protection
- » Wide range of Managed Services functions
- » User-friendliness and scalability

BENEFIT FROM A HIGH-PERFORMANCE INFRASTRUCTURE WITH OUR  
**MANAGED SERVICES**

Find out more about our cloud services and how they make your business easier.

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[GET STARTED](#)

## SHARE YOUR STORY TOO!

Have you had great experiences with NETWAYS Web Services and would like to share them?

We would love to feature your story on our website! Please contact us by e-mail at: [sales@netways.de](mailto:sales@netways.de)

## ABOUT NETWAYS WEB SERVICES

We offer professional cloud and managed services from Germany. In addition to our cloud solutions, we offer Kubernetes, a team of experts available 24/7, and our own AI solutions.

Benefit from ISO-certified and GDPR-compliant solutions and many years of expertise.

Visit our website for more information: <https://nws.netways.de/en>

## NEXT STEPS



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DOCS

Comprehensive technical documentation for optimal use.



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TUTORIAL

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