

Graubündner Kantonalbank chooses BSI

Baden, February 8, 2023 – **Graubündner Kantonalbank (GKB) has chosen software company BSI to provide the tool-related support for its restructured contact and service center. GKB, which has its registered office in Chur, is one of the canton's biggest employers with a workforce of around 1,000 people. In the future, the BSI Customer Suite will handle the contact and service center's processes as a “Software as a Service” (SaaS) solution, and in so doing help GKB further improve its efficiency and service quality.**

GKB decided to work with BSI after a proof of concept in March 2022. The bank was looking for an industry-specific contact center product that it could use to answer, document and archive customer enquiries efficiently. A solution was sought that would enable all employees (including advisors and marketing specialists, for example) to view customers' histories. One other requirement was that the tool should facilitate the efficient routing of customer enquiries to the various different teams within the contact and service center. It was also necessary for the contact center solution to bundle multiple communication channels such as e-mail, online banking and telephone in order to be able to process incoming issues directly in the solution.

During the selection process, BSI showed that it not only has a suitable industry solution in the form of the BSI Customer Suite, but also the right specialists and partners for a smooth product launch. Pawel Pilarski, Head of Banking Services & Operations at GKB, attributed his company's decision to opt for the BSI Customer Suite to the fact that “BSI doesn't just offer a solution that perfectly suits our needs. We were also impressed by the team's industry proficiency and experience.”

Project launch in September 2022

Work on the implementation of the project started in mid-September. The software company made its BSI Customer Suite available for this purpose on the basis of the SaaS model. The solution will handle around 60 of the contact and service center's processes. Among other things, employees will use it to process enquiries regarding online banking, opening accounts and updating address details. The BSI Customer Suite's interface with the core Finnova banking system is important for the efficient implementation of the project. This interface is a product of the successful partnership between BSI and Finnova. The BSI Customer Suite uses it to call up information and transmits that information to the customer relationship management (CRM) system, which gives GKB's employees a 360° view of customers.

“We are happy that GKB has opted for the BSI Customer Suite, and that we have been given the opportunity to support the contact and service center team with our extensive expertise in the banking industry.” – René Konrad, Community Manager Banking at BSI.

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About BSI

With its BSI Customer Suite, the Swiss software company BSI provides a comprehensive platform for the digital transformation of customer relationships. It offers everything needed for an outstanding customer experience in the retail, banking, insurance and energy & utility industries. At the core of the innovation is the company's many years of industry experience. In the insurance industry, BSI is considered the market leader for CRM software, which 130 banks, insurers and trading companies use to reach around 27 million end customers across Europe. Founded in Baden, Switzerland, in 1996, BSI has about 400 employees and 7 additional offices in Germany and Switzerland. BSI's customers include companies and organizations such as ADAC, the Raiffeisen Group, Signal Iduna and PostFinance and other market-leading companies throughout Europe. www.bsi-software.com