

CUSTOMER SUCCESS STORY

Finanz Informatik provides stable video communications for mobile devices with NetMotion



Finanz Informatik (FI) is the dedicated IT service provider for Germany’s Sparkassen-Finanzgruppe. FI’s wide range of solutions are used to support standardization and automation initiatives within the financial group, strengthening the competitiveness of the institution.

Using their Office_neo platform, Finanz Informatik has reimagined the digital workplace of the future for Sparkassen-Finanzgruppe. This new platform enables faster, more flexible and more efficient communication inside the network. In addition to applications for classic office communication, such as e-mail and calendars, the product family also includes solutions for internal and cross-institution collaboration, including Skype for Business. This has enabled the group’s savings banks, Landesbanken and network partners to enjoy simple, location-independent and interactive video communication, as well as offering telephony, text chat and desktop sharing for collaboration.

Challenge: secure and stable communication

Security is a top priority for the Sparkassen-Finanzgruppe. The applications not only need to meet the highest regulatory and security requirements for online and mobile banking, the IT infrastructure for communication solutions must also meet other high security and stability demands. “The three central properties that mobile communication must have for Finanz Informatik are security, stability and performance,” explains Sergej Beilmann, Head of Mobile Services at Finanz Informatik. Despite the high bar, user experience must not suffer.

The events of 2020 also presented additional challenges in terms of video communication, and increased the demand on mobile solutions to support the group’s distributed workforce.



With NetMotion, Skype for Business is now secure, high-performance and stable, exactly the way we wanted it.

Sergej Beilmann, Head of Mobile Services
Finanz Informatik

Solution: NetMotion ensures secure and reliable communication

After reviewing the requirements, Finanz Informatik chose NetMotion’s platform as a means to create a stable and secure video communication environment for the group’s employees.. The solution was implemented together with EBF - EDV Beratung Föllmer GmbH, a solution partner for mobile devices. . Finanz Informatik uses NetMotion’s secure VPN tunnel with Skype for Business on mobile devices to handle large volumes of video, telephony and messaging communications.



It is important that the secure transfer of video data does not compromise the performance and stability of the connection. It is just as important that everything run in the background without user involvement. This has to be invisible to the user.

Sergej Beilmann, Head of Mobile Services
Finanz Informatik

Beilmann adds, “In the course of the corona pandemic, we saw a significant increase in usage – yet the performance remained stable. In a very short time, we were easily able to set up 10,000 new mobile users. Thanks to NetMotion, our users now have good performance even when using poor quality networks.”

Conclusion

Finanz Informatik has found a reliable partner in NetMotion. Secure VPN access for Skype for Business via iPhone and iPad is a special and important Finanz Informatik use case because it applies to all Sparkassen-Finanzgruppe users. Ultimately, the solution provided by NetMotion has proved to meet the group’s requirements for high performance and integration. Beilmann concluded, “As soon as our users start Skype for Business on their iPad or iPhone, NetMotion runs invisibly in the background.”