

Zuger Kantonalbank extends Swisscom contracts until 2026

Zuger Kantonalbank has outsourced all of its IT and non-differentiated back-office processes to Swisscom for seven years. The bank has now extended these contracts until 2026.

Zuger Kantonalbank is thinking well ahead: alongside the modernisation of its 14 businesses locations to create a space for personal consultation, it is also investing systematically in digitisation; for example, by also offering its customers facilities for online onboarding and consulting. While the bank invests in differentiating processes, it decided to fully outsource its non-differentiated business processes back in 2013.

Since then, Zuger Kantonalbank has been using the managed platform based on the Finnova banking software operated by Swisscom and benefiting from its maintenance. Swisscom also handles the mailing of documents to customers (e.g. statements of account), updates securities data and deals with back-office processes in payment transactions and investments.

At the same time, Swisscom supports the bank with its digitisation activities: in 2020 the bank migrated its website, its intranet and other online applications to Swisscom's Enterprise Service Cloud, gaining increased flexibility in the process. At the end of 2020 and with the help of Swisscom, Zuger Kantonalbank will become the second cantonal bank in Switzerland to roll out the Finnova Advisor Workbench. As an advanced generation of advisor workstations, it facilitates seamless, digitised front-to-back processes when used alongside with Finnova and third-party products.

“Thanks to the reliable service and great expertise of our full outsourcing providers, Swisscom, we are able to focus on our core business activity, which is contact with our customers,” said Pascal Niquille, CEO of Zuger Kantonalbank. By extending its current contracts until 2026, Zuger Kantonalbank is confirming the success of the full outsourcing model in collaboration with Swisscom.

Robert Gebel, designated Head of Banking at Swisscom, is delighted with the trust placed in the company by Zuger Kantonalbank: “I view the contract extension as a very valuable acknowledgement



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of our work over the last few years. It should also be an incentive to us as we look forward to the next stages in development."

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