Customer Profile

Cornèr Bank Group improves facilities management with Infor EAM Enterprise Edition

Facts at a glance

Product: Infor EAM Enterprise Edition
Industry: Financial Services
Country: Switzerland

"We realized it would become impossible to manage our assets with the tools available, and we'd risk data misalignment. This led to the Infor EAM project."

—Charles Inches, Co-Director of Corporate Services and Logistics, Cornèr Bank

About the company

Cornèr Bank Group, a private and independent Swiss banking group, was founded in 1952 in Lugano, the third most important financial center of the Swiss Confederation. The products targeted at its customers cover the entire traditional banking range, with more specific specialization in private banking, financing, and VISA and MasterCard credit cards. In addition to the parent Cornèr Bank SA in Lugano and the four Swiss branches in Chiasso, Locarno, Lausanne, and Zurich, the two foreign subsidiaries Cornèr Banque (Luxembourg) SA and Cornèr Bank (Overseas) Ltd. Nassau are also part of the Cornèr Bank Group. For more information, visit www.cornerbanca.com.

Setting the strategy

During the '80s, Cornèr Bank Group had significant growth in business, staff, locations and infrastructure, reaching a moment in which, as Charles Inches, Co-Director of Corporate Services and Logistics Services explains, "We realized that it would soon become impossible to manage all these resources with the tools available: pen and paper and, more recently, Excel spreadsheets. These management complexities involved increased risk of data misalignment."

An enterprise asset management solution was therefore required to manage all information on company assets and related operations in an automated, consistent, transparent and documented way, which would benefit not only the logistics team, but also other corporate functions.

An asset and facility management project initiative was started by Logistics Services at Cornèr Bank in the summer of 2010 with contacts, presentations, and meetings held to assess interest and the opportunity of creating an automated system. In September 2010, management reviewed the study carried out with a real and simple management prototype, which involved the premises of a floor in a bank building, and positively assessed its results.

Getting business specific

The asset and facility management project, which started in March 2011, would allow Cornèr Bank to streamline its structures, assets, buildings, premises, facilities, and equipment, thanks to careful management of information related to these assets and to the operations carried out at the bank premises.

At the heart of this project is Infor™ EAM Enterprise Edition, a market-leading solution that is widely used around the world. In addition to the typical features of asset management and maintenance management products, Infor EAM Enterprise Edition is especially appreciated for the presence of OpenCAD, a fully integrated module, which uses the most widespread CAD standards without requiring the installation of additional applications.

This configuration makes it possible to read graphically, browse, and analyze drawings and plans, thus creating a graphical interface for asset and space management activities, without leaving the EAM application.

The next phase involved software implementation by a project team consisting of Cornèr Bank's Logistics Services team and the consultants of Know-How and CAD Service, a partner of Infor.

The initial phase of the project focused on the facility management component with a first phase that led to the definition and realization of personal data, with entry in EAM of information regarding facilities that, thanks to advanced functions of the Infor EAM Enterprise Edition system, are divided into two distinct hierarchical trees.

The first concerns premises in the following order: building, floor, office—all managed using the OpenCAD module tools. The second regards technological systems, through a hierarchy that complies with Swiss technical and accounting classification standards (CRB506500).

The project aims to achieve maximum efficiency of buildings available for the activities of Cornèr Bank, an objective which, according to the manager of Logistics Services, Mauro Lupatini, "will allow our structure to show how these properties are built, what elements they are made of and what features they have, and how they are managed and used in terms of area occupied and workstations present, whether occupied or not."

This information, at different detail levels, will also provide documented cost allocation for the analytic accounting team, which proved to be interested in the project right from the outset.

Seeing results

To monitor the achievement of these objectives, the management system developed with Infor EAM Enterprise Edition includes some key performance indicators, such as those that measure distribution efficiency or actual use of resources (places occupied in percentage compared to availability). Another objective is to calculate the number of jobs for each organizational unit of the bank, their location, and their use in terms of office space, as well as to know the number and location of unoccupied resources.

"By querying the Infor EAM Enterprise Edition database, we know exactly how many jobs we have, how many are occupied, and how many are vacant," says Inches. "If management requires a certain number of jobs to be placed in a particular context, we can reply that in a particular unit there are a certain number of places available while the others are on another floor. This is information that we can have at different detail levels and according to different 'views': per property, per floor, per office, or per individual premises."

These results are important not only for the work of logistics services, but also for other divisions and services of the bank. Analytic accounting, for example, can now provide reliable and clear data on occupation and availability of spaces in order to accurately calculate costs, which, with this integrated system, include all components and related quota share of technological infrastructure registered in the personal database.

Before the introduction of Infor EAM Enterprise Edition, the accounting group obtained these calculations starting from information which was not always reliable nor verifiable.

Today, these calculations are done by drawing on integrated information in EAM, creating confidence in data with a high level of reliability, provability, transparency, and traceability.

Doing business better

Charles Inches expects that once the facility phase is complete, activities will be developed on other issues, such as the management of IT technological infrastructures. These are not yet part of the system, because to date, only information related to building technological infrastructures, such as cables, networks, and alarm and air conditioning systems have been registered and entered.

Data entry regarding values, investments made, depreciation, maintenance contracts, and repair services carried out and planned is expected shortly. Once the corporate facility phase is complete, all the other services that manage corporate assets will be approached.

One example concerns the corporate fleet, or mobile phones provided to management, and laptops—all complex management assets as there are costs regarding purchase, installation and management, support staff, monitoring time, and cost of repair or maintenance. There are also regulatory issues on the management of corporate assets, because European laws are increasingly stricter regarding procedures for their management, registration, and value.

It is also necessary to know where these assets are located, what their value is and how they are protected, to certify their risks. “We are aware that we have a tool which allows us to do all this,” concludes Inches, “and for this reason we positively see large margins of possible development in the near future.”

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