



## Cassa di Risparmio di Bolzano offers new personalized services thanks to Microsoft Cloud and collaboration with Insight

### Story Snapshot

With the support and expertise of Insight, Cassa di Risparmio was able to create a new cloud infrastructure for their Home Banking applications.

- The new technological setup allows for more control over the infrastructure, flexibility, scalability of resources, and the ability to provide quick and personalized services using new and cost-effective technologies.
- Cassa di Risparmio can respond even more comprehensively to the needs of its customers.



Financial services

### Background

Founded in 1854, Cassa di Risparmio di Bolzano is the first bank in Alto Adige. Its presence spans northeastern Italy and offers financial services to individuals and companies through over 100 branches and 1,200 employees.

Cassa di Risparmio has taken on the challenge of updating its cloud infrastructure in order to provide more accurate and personalised services to its customers.

### Challenge

In the banking sector, it is essential to gain and maintain complete customer trust. After years of established relationships with customers, any change or innovation can affect habits and cultural balances, especially when the service is firmly established in the customer's mind.

However, technology presents new opportunities that enable the bank to offer innovative, flexible, and secure services in a short time to meet customer needs. Cassa di Risparmio seized the opportunity to renew the front-end of its multichannel applications to follow market developments while maintaining interactions with a series of service providers.

This way, the company was able to avoid disruptions or malfunctions, in full compliance with the highest safety standards.

"The speed and skills of Insight allowed us to recover valuable time, complete the project early, and with minimal corrections necessary."

Francesco Ortesta, CIO, Sparkasse - Cassa di Risparmio

“Insight’s project management allowed us to effectively collaborate with all the different service providers involved in the project.”

Francesco Ortesta, CIO, Sparkasse - Cassa di Risparmio



## Solution and Outcome

After careful evaluation, Cassa di Risparmio decided to use Microsoft Azure as its technology platform and Insight as the project orchestrator, along with key partners and service providers, in compliance with the requirements and technological constraints that ensure the continuity of services offered by third parties.

Cassa di Risparmio and Insight defined and implemented the information migration phases and stress tests to verify the infrastructure’s load capacity, even in anticipation of business growth. Insight supported Cassa di Risparmio in defining and using containerization features through Kubernetes. The control of networking and security aspects required the creation of a Disaster Recovery site on a different Azure region and the definition of alerts to enable timely and proactive monitoring.

Project management allowed for optimisation of execution times: after the testing period, Cassa di Risparmio deployed the new version of the front-end on Microsoft Azure, ahead of schedule thanks to Insight’s support. The new platform made it possible to offer innovative services, reaching even higher security standards and was welcomed with satisfaction by users; with usage more than doubled compared to the previous version.

In an organisation like Cassa di Risparmio that has always placed the customer at the center of its strategy, this response shows how the bank has been able to further approach customer needs.”

## Why Insight?

Insight demonstrated the necessary skills in the role of orchestrating project activities. The professionals at Insight played a strategic role in defining and implementing the information migration phases and stress tests that allowed for the verification of the infrastructure’s load capacity.

Project management allowed optimization of execution times for many activities by creating the necessary infrastructure within a few weeks.

## FAST FACTS

### Fast

completion of the project - 2 months ahead of schedule thanks to Project Management activities.

### Reduced

time for introducing new services thanks to the cloud platform.

### Customised

alerts to increase visibility and control of the cloud platform.

### Access

to platform more than doubled compared to the previous platform.