



“United in Trust... enabled by Cisco”

**Case Study by Alan Talbot,
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Volksbank Overview

- A wholly owned subsidiary of Volksbanken AG (VBAG), an Austrian banking group with a strong presence in the CEE countries.
- The Malta subsidiary set up shop in 1995 as an off-shore bank, changing its status to a fully fledged local retail bank in November 2002.

Volksbank Overview

- Holding a portfolio of approx. € 800, a staff complement of 37 and currently only one operational site which serves as both corporate head office and as a retail outlet.
- Offering a number of banking retail services. The services offered target specific niches with a highly competitive and ever evolving market.



Evolution of the IT function

- From basic support to integral part of any operational activity
- Shift from secondary level function to a higher position within the value chain.



Drive for growth

- Given the encouraging financial results and positive trends over the last few years, the Bank has sought to expand its range of portfolio of services than currently offered.
- Customer retention
- Customer attraction

Volksbank – Cisco partnership

- Responsibility
- Trust
- Exposure
- People



Selection Criteria

Reliability

Availability of **locally accredited**
Cisco Premium Partners

Scalability

Direct contact/**support** from Cisco

Advantages

- Balance between security and flexibility
- Strong reputable partner
- Setup expansion
- Integration of existing solutions
- Convey a sense of trust and reliability to our customers



“United in Trust”