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Siemens helps Sparkasse banks move to the world of digital files

The Sparkasse banks in Unna and Dortmund and the Saalesparkasse in Halle are introducing electronic files and so centralizing all the information contained in credit and account documents. This brings a wide range of advantages, such as optimized processes, lower costs and, above all, a better customer service. The electronic file relieves bank staff of routine administrative duties and so frees up time in which they can advise customers. As part of the preparations for introducing the digital file, Siemens IT Solutions and Services has been commissioned by the three banks to scan in all paper-based documents connected with credits and accounts, digitally process this information, and then transfer it to the relevant document management systems.

The electronic file permits each Sparkasse bank to directly access its centrally stored information online – from every workplace and at every branch. This will enable staff to provide faster and even better support for customers in banking issues.

Siemens IT Solutions and Services has the task of digitizing over 30 million sheets of paper and then classifying them into 150 different document types. This process involves complying with banking regulations regarding data protection and information security as well as adhering to specific customer specifications. The documents are removed from their folders, pre-processed, scanned, indexed and classified. Some documents, such as the original versions of credit or purchase contracts, are subsequently returned to the Sparkasse banks. The remaining documents are kept for an agreed retention period and then destroyed in a manner compatible with data protection regulations. Such requirements vary from bank to bank, in the same way as the delivery format of the digital information: Siemens feeds the electronic data for the Saalesparkasse and the Sparkasse Dortmund directly into their archiving systems, operated by Finanz Informatik, the bank's IT service provider based in Frankfurt. The data for the Sparkasse Unna, however, is handed over to the bank on an encrypted medium. The digitization process is a complex task to which Siemens IT Solutions and Services brings the required flexibility and experience.

Siemens IT Solutions and Services is an internationally leading provider of IT solutions and services. It covers the entire IT service chain from a single source, from consulting to system integration, right through to the management of IT infrastructures. In addition, Siemens IT Solutions and Services complements the portfolio offerings of the Siemens Sectors with IT solutions. With its comprehensive know-how and industry-specific knowledge, the IT provider creates measurable added value for its customers. Siemens IT Solutions and Services employs more than 35,000 people, and in fiscal 2009, which ended on 30 September, posted annual sales of around 4.7 billion euros, of which over 75 percent are generated outside of the Siemens Sectors. Further information at: www.siemens.com/it-solutions.