

# Successful Euro Introduction for Slovakia's Largest Bank

**Capgemini supported Slovenská Sporitel'ňa a.s. in realizing a smooth changeover across the branch network**

## The Situation

Slovenská Sporitel'ňa, a. s., (SLSP) is the largest financial player in Slovakia's banking sector, managing over 39 percent of total deposits in the Slovak Republic. SLSP constitutes a fundamental part of the Austrian Erste Group Bank AG. It serves a retail banking network of 300 branches and 10 commercial centers, covering the entire Slovak Republic.

After Slovakia's accession to the European Union in 2004, the country started to prepare for the final phase of European integration; the accession to the European Monetary Union. Driven by the aim to commence the year 2009 with the Euro and the objective to remain the strongest player on the market, SLSP turned to Capgemini for support and guidance.

## The Solution

During the 24 months of collaboration, Capgemini's approach was to divide the entire program into 12 separate projects in preparation for an effective

Euro changeover. Capgemini supported SLSP in areas, such as program management, business and organization coordination, contingency preparation and conversion business changeover.

## The Result

With Capgemini as a trusted partner, SLSP was able to successfully deliver a smooth Euro changeover and secure the sustainability of its state-of-the-art services in 2009. In view of the challenging and complex scale and scope of the changeover project, it was crucial to ensure the full coverage of all products and client requirements, as well as mitigating potential fiscal and reputational risks.

## How SLSP and Capgemini Worked Together

The success of the changeover program depended on close collaboration between SLSP and Capgemini.

“Slovenská Sporitel'ňa together with Capgemini demonstrated once more how a joint team can deliver a business crucial project which was delivered on time and quality above client expectations. It was good to observe how all people involved acted as one integrated team with one common target and mindset over a period of nearly two years.”

Michael Vogt,  
Member of the Board of Directors,  
Slovenská Sporitel'ňa a.s.



During all phases of the changeover, teams comprised of SLSP specialists and Capgemini consultants worked intimately to deliver a complete and comprehensive solution.

Capgemini successfully incorporated employees into the program, without disrupting daily banking business operations. Relying on its experience in managing Euro changeovers and key transformation projects in the region, Capgemini supported SLSP in accomplishing the project's success that was on time and above expectations.

The project was structured into two main releases:

- The first release concentrated on delivering all functionalities, necessary for coping with dual pricing requirements
- The second release mainly focused on planning and preparation activities (including testing) for the final conversion (including two real-time pilots), mainly driven by four major streams: Business and Organization Coordination, Technical Coordination, Changeover Coordination and Cash Logistics.

At the beginning of the program several IT architecture scenarios were analyzed and evaluated before they were mapped against the future functionalities, in order to correspond to all Euro requirements. As part of this phase, the requisite legal and business requirements were defined.

In parallel, all Euro cash requirements from the regional branch network and large corporate clients were collected for the National Bank of Slovakia. In addition, potential financial and reputational risks have been identified, subsequently followed by the development of mitigation and contingency measures. In the second phase, Capgemini not only assisted SLSP in the management of a total of 21 vendors, but also played a significant role in the preparation of the final conversion. It ensured a frictionless collaboration of all IT systems, which was successfully rehearsed during two real-time pilot scenarios prior to conversion.

Towards the end of the year, 420 tons of Euro coins and banknotes were delivered from the National Bank of Slovakia to the entire SLSP branch network, resulting in a seamless handling of Euro cash demands by private and corporate clients.

During the final conversion period, with a pre-determined duration time of 108 hours, more than 1,500 steps in 14 different applications were executed in a 24/7 (day and night shifts) regime, successfully converting the entire branch network and 600 ATMs. Maintaining momentum, focus, and oversight was critical to guarantee a timely Euro conversion and create sustainable value added for SLSP.

**“Capgemini played a key role within this huge and complex program! Due to their strong involvement and professional approach and behavior we successfully did it – and for this I would like to say the kindest Thank you!”**

**Pavol Majer**  
Organization Division Director and EURO Program Manager of Slovenská Sporiteľňa a.s.



### About Capgemini and the Collaborative Business Experience™

Capgemini, one of the world's foremost providers of consulting, technology and outsourcing services, enables its clients to transform and perform through technologies. Capgemini provides its clients with insights and capabilities that boost their freedom to achieve superior results through a unique way of working, the Collaborative Business Experience™. The Group relies on its global delivery

model Rightshore®, which aims to get the right balance of the best talent from multiple locations, working as one team to create and deliver the optimum solution for clients. Present in more than 30 countries, Capgemini reported 2008 global revenues of EUR 8.7 billion and employs 90,000 people worldwide.

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In collaboration with



Slovenská Sporiteľňa, a. s., is a commercial bank providing banking and financial business activities, ranking among the most important financial institutions in Slovakia.

SLSP has the longest tradition in providing the services of a savings bank, a tradition spreading over more than five decades.

The position of the bank is documented by the fact that it administers over 30 percent of retail deposits and over 20 percent of total deposits in the Slovak Republic. The retail network of the bank consists of 276 branches and ten commercial centers covering the entire territory of the Slovak Republic. A widening network of self-service zones and electronic banking services also corresponds with the position of Slovenská Sporiteľňa, a. s. For more information, please visit: [www.slsp.sk](http://www.slsp.sk)