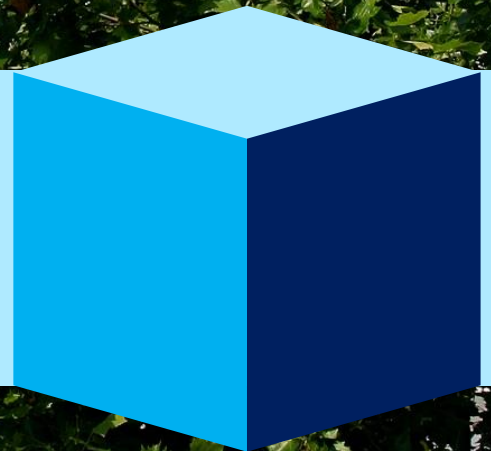


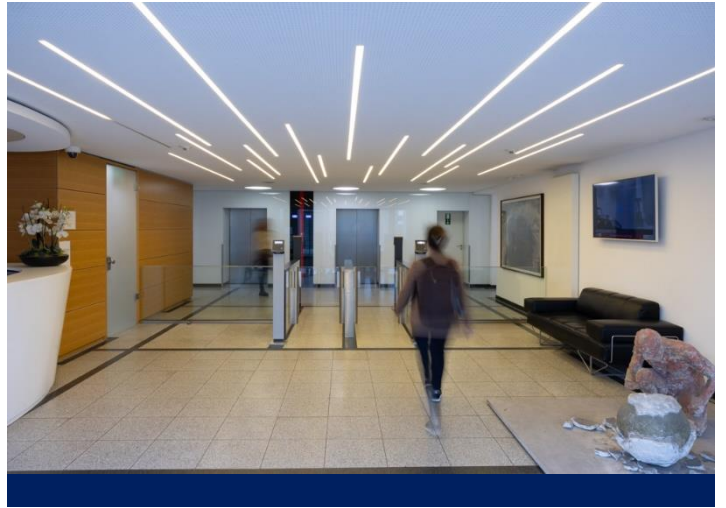


Case Study

GEFA BANK: ADDED VALUE IN IT SOURCING



GEFA BANK and Metrics: Cooperation with added value



GEFA BANK, based in Wuppertal, Germany, set out many years ago to provide and inspire its customers with digital services. Since 2008, Metrics has been helping the bank to negotiate future-proof sourcing contracts, respond flexibly to changing requirements and optimise the management of prices and vendor services.

With new business of more than €2 billion (2022) and around 75 years of market experience, GEFA BANK is one of Germany's leading providers of sales and investment financing for mobile assets. With its leasing, loan and hire-purchase solutions, the bank enables German SMEs to invest in modern and sustainable technology. For this, GEFA BANK received the German Corporate Sustainability Award in 2024. In addition, it also offers overnight and fixed-term deposit solutions for private and corporate customers.

There are many milestones on the way to becoming a digital reference. For example, GEFA BANK is increasingly offering its customers online services which enable them to access financial services around the clock and from anywhere. High-performance information technology (IT) to support the Bank's specific business model is therefore more strategically important than ever if it is to compete successfully.

Purchasing IT commodities

GEFA BANK's IT organisation concentrates on its core competencies and pursues a sourcing strategy which primarily involves purchasing market-standard IT commodities. In the course of contracting such services, the Bank works with Metrics on a regular basis. The focus here is on assessing offers in the context of tenders, market price benchmarks and both the design and negotiation of future-proof IT sourcing contracts.

Cost-effective and future-proof

As part of a recent project, GEFA BANK realised a hybrid model for the operation of its IT infrastructure and moved significant parts to the cloud. Metrics also worked closely with GEFA BANK to ensure the cost-effectiveness of the new platform and to establish future-proof service level agreements (SLAs).



SOCIETE GENERALE GROUP

GEFA Group key data for 2022

- Total new business: € 2,175 million
- New lending business: € 1,248 million
- New leasing and hire purchase business: € 927 million
- Volume of managed receivables: € 5,682 million
- Dedicated employees: 577



“We are convinced that working with Metrics helps us to make better decisions for GEFA BANK.”

Interview with Michael QUINT, CIO of GEFA BANK

Mr Quint, GEFA BANK has been working with Metrics for more than a decade. What is the reason for this?

We are talking about complex tasks and decision-making processes. It is necessary to analyse and compare different solution approaches with a multitude of parameters and dependencies. Metrics offers the necessary methodological and analytical expertise, which is characterised by a combination of sound knowledge and experience on the one hand, and technical and business expertise on the other. Metrics also has access to up-to-date market prices. Through repeated projects, the consultants have acquired GEFA-specific contextual knowledge, which makes it easier to familiarise itself with new projects and tasks. We are convinced that working with Metrics helps us to make better decisions for GEFA BANK.

What services has Metrics provided for you?

Typically, this involves reviewing the cost effectiveness of existing or potential new service relationships with IT providers, for example through price benchmarking and peer group analysis. Metrics has also helped us on several occasions with the preparation of tenders, comparative analysis of bids and contract negotiations for various technology platforms and tasks. The ability to compare IT services and prices is a key factor in decision making and objectifies the negotiation process.

What are the benefits of working with Metrics?

Working with Metrics has always been worthwhile and has repeatedly paid for itself within a year. It has also made our decision-making process more professional and transparent. Not everything which is technically possible makes economic sense. In the area of conflict between modernisation and cost pressure, it is important to find modern and appropriate solutions. Thanks to our joint efforts, we have succeeded in doing so time and again. Thanks to cooperation and intensive exchange, the projects are not only successful, but also very instructive from a methodological point of view. As a side effect, we are also able to expand our own knowledge.

What are your plans for future projects?

The dilemma of needing to modernise while controlling costs is exacerbated by the current rate of inflation. Contracts and their terms need to be scrutinised more than ever. New technologies are also opening new opportunities, and vendors are creating innovative offerings and solutions which can help optimise the purchase of services. It is important to stay on the ball and take advantage of opportunities. The challenges we have overcome together have created a basis of trust, so we will continue to turn to Metrics for new projects - because we recognise the added value.



Sourcing
Excellence
Benchmarking

www.metrics.biz

Germany

Metrics Germany GmbH
Innere Wiener Straße 5 c
D-81669 München
germany@metrics.biz

**UK, Benelux and
the Nordics**

Metrics Maturity UK Ltd.
New London House
6 London Street
London EC3R 7LP
uk@metrics.biz

**Austria, Central and
Eastern Europe**

Metrics Austria GmbH
Walfischgasse 8/15
A-1010 Wien
austria@metrics.biz

**Switzerland, France and
Southern Europe**

Metrics Switzerland AG
Poststrasse 23
CH-9000 St. Gallen
switzerland@metrics.biz