BOI FreeDa
Improvement of data maintenance

Summary

VKB
IHRE BANK. IHR ERFOLG.

Customer profile (2022)

- Volkskreditbank AG, short VKB, is a bank for the entrepreneurial and private middle class
- Founded: 1873
- Headquarters: Linz/Donau
- Offices: 29
- Employees: 577
- Balance sheet total: 3,4 bn. €
- Operating profit: 21,3 m. €
- Housing loans: 1,3 bn. €

⚙ Challenges

- Replacement of the time-consuming and complex processes of maintaining critical data, which are resulting in high communication effort and workload for operating and IT departments
- Smooth transition from the previously used program to **BOI FreeDa** during ongoing operation

➤ Goals

- Error reduction through simplification of data maintenance processes
- Independent maintenance of critical data by the employees of the operating department without database knowledge
- Full control of data maintenance by complete logging of all changes

💡 Solution

- **BOI FreeDa** offers an intuitive user interface for data maintenance of relational databases without database knowledge
- **BOI FreeDa** logs all data changes for each table and all system settings
- **BOI FreeDa** gives the IT department the control of the database maintenance by the possibility to assign permissions and roles

+ Benefit

- Efficient processes that unburden the IT department
- Independent maintenance of critical data by employees with operating knowledge
- Fully traceable maintenance processes

> „ *Due to the easy handling and the comprehensive automatic checks, we maintain more tables in BOI FreeDa than planned. Our processes, which were once spread across over several departments, are now audit-proof and fast.* "

Martin Ibinger, IT Core Systems Manager & Electronic Banking VKB

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Challenges

A complex starting position

In the banking sector, error-free maintenance of critical data in relational databases is a top priority, because even the smallest error can have enormous consequences.

Unfortunately, the process of changing data is usually cumbersome and complex. This is because neither the IT nor the business departments have both the expertise and SQL programming skills to maintain the critical data correctly and securely in relational databases. This results in complex and difficult-to-trace communication paths between the departments, consisting of mail traffic, telephone calls and many Excel spreadsheets.

This leads to a high, but avoidable workload for all involved. The IT department in particular, where all data change requests are gathered, suffers from this additional work and is kept from essential activities such as the maintenance and further development of the system landscape.

VKB was also confronted with this challenge, thus they were looking for a standard software which enables employees without database knowledge to maintain data in a simple, guided and traceable manner directly in the relational database. In addition, the switch from the previously used system to the new solution should be simple and possible during ongoing operations.

Goals

VKB's three goals

The 3 most important goals of the cooperation were clearly defined from the very beginning:

1. Data maintenance, including critical data, by employees without SQL programming skills. This should simplify the current maintenance processes, eliminate unnecessary communication between the operating and IT departments and reduce errors.

2. Reduction of workload for the IT department and the operating departments.

3. Audit-proof data maintenance by employees without additional effort. All changes must be traceable and verifiable at all times.

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Solution

BOI FreeDa meets these requirements

Since 2020 BOI Software und Vertrieb GmbH has been developing **BOI FreeDa**, a Java-based table management system for relational databases.

Due to the close cooperation with VKB, their individual requirements could be integrated into the development of **BOI FreeDa** and included in the standard. **BOI FreeDa** is revolutionary and unique in many respects and meets all the requirements of VKB.

BOI FreeDa ensures the efficient interaction of the IT and operating departments: By assigning the tables to the 2-, 4- or 6-eye principle, the IT department ensures that the operating departments carry out the data maintenance without errors. Authorizations and roles guarantee that only the responsible persons are allowed to read, edit, check and/or release tables.

The modern design of **BOI FreeDa** is a pleasant contrast to the previously used IT programs for databases. **BOI FreeDa**'s intuitive interface allows a smooth and easy handling of complex data. Minimal training already guarantees a safe environment even for people with little IT experience. Efficient working is very important for **BOI FreeDa**. For example, the import/export of Excel files is supported - a helpful function much used by VKB.

BOI FreeDa ensures by many automatic checks that data maintenance is audit-proof. The complete logging provides information at any time on who has changed, checked or activated what data and at what time. Thus, changes and possible errors are traceable and VKB's top priority - the secure maintenance of its critical data - has been achieved.

„We use BOI FreeDa because it fulfills - with highest quality - all our requirements to simplify our data maintenance processes and keep them secure. "

Diana Michlmayer, System Administrator VKB

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Benefit

Efficiency and security in data maintenance

After a very short time, the employees of VKB's operating departments have taken over the data maintenance independently and enjoy working with **BOI FreeDa**. What used to be a cumbersome and error-prone process is now an efficient process with clearly defined rules.

The training effort was low, productive use was achieved within a few weeks, and further development in line with requirements is in process. After just a few months, a significant reduction in the workload of the IT department is already noticeable.

All goals of VKB were achieved by using **BOI FreeDa**. VKB feels well prepared with **BOI FreeDa** for present and future requirements of internal auditing or an external audit. **BOI FreeDa** is the solution for VKB's secure data maintenance in order to carry out its system-relevant banking processes in a simplified, resource-saving, secure and traceable manner.

„The installation and switch to BOI FreeDa worked perfectly as planned. VKB was able to seamlessly continue its productive operation with BOI FreeDa. "

Andreas Zimmermann, Software Engineer BOI