

Slovenská sporiteľňa increases the efficiency of its IT services

MATERNA trained managers from Slovenská sporiteľňa in ITIL® and helped them to transfer their IT service management knowledge to the key people in the bank.

Of all the banks in Slovakia, Slovenská sporiteľňa has the longest tradition in providing savings bank services. Their roots go back to the 19th century. After the changes in 1989, which were also reflected in the liberalisation of the financial sector, the bank had to face increasing competitive pressure. In January 2001, Slovenská sporiteľňa was incorporated in a strong financial group, the Erste Bank of Österreichische Sparkassen AG.



Slovenská sporiteľňa, a. s., ranks among the most important financial institutions in Slovakia. The retail network of the bank consists of 300 branches and 10 commercial centres.

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Ján Gombala, Central IT Support Manager,
Slovenská sporiteľňa



Slovenská sporiteľňa is currently the largest commercial bank in Slovakia with foreign exchange licenses and permission to practise mortgage banking business. It has the largest market share of deposits, the largest network of its own branches and a dominant position in the issuing of bank cards. The bank offers its clients a wide range of products and services, from the traditional to the most advanced electronic banking services. Slovenská sporiteľňa was the first bank in the Slovak Republic to receive a license to issue and accept all Visa International bank cards. At present the bank also has licenses from Europay International and Mastercard International. As the second country in the world after Great Britain, they are gradually shifting to EMV technology for chip cards and terminals in the Europay International system.

Strategy on improving services is the way out of the crisis

The current economic crisis puts increasing demands on managing companies. One main aim is to save on operating costs and to streamline processes. It is not always possible to reduce costs, and therefore long-term successful organisations focus on streamlining their IT services to match the primary business of their organisation.

Ján Gombala, the Central IT Support Manager in Slovenská sporiteľňa considers that, “Focusing on the management of relationships with suppliers (IT) and customers (core business) is a step in the right direction which will help IT to get to the next level of company management. I completely approve of clarifying the costs of IT and of expressing them as services that are offered to the customer, so that they are seen in terms of the contribution they make to profits. Our company aims to be effective. That is why we try to use and implement the ITIL® recommendations. Our team expects to improve, simplify and clarify IT management by using ITIL®.”

ITIL® as a way to make IT more transparent

Why did Slovenská sporiteľňa choose ITIL® as a means of achieving these objectives and why did they choose MATERNA as a supplier? “In a large company such as Slovenská sporiteľňa it is necessary to manage the delivery of IT services. The recommendations in ITIL® seem to be the best solution for this,” Ján Gombala summarises and continues: “We chose MATERNA thanks to a specific training workshop on the management of IT. This was organised by MATERNA and we immediately knew they were right for us. In Slovakia, high quality ITIL® courses are not organised by many companies. The course conditions, including the price, were just right for the bank too.”

New information and direction confirmed

Finally, Ján Gombala positively evaluates the form and content of the training provided: “I think the training programme met the expectations of most colleagues. Having the opportunity to participate in the course directly in the bank’s premises, without any additional travel expenses, is certainly an advantage. Similar courses are usually held twice a year at most and are very often abroad. We were highly satisfied with the course and the trainer was excellent. From my own experience, I would recommend extending ITIL® V3 Foundation trainings to 4 days, as the information covered is quite extensive.”

“The positive experience and an evaluation of the knowledge acquired from the basic training programme confirms that we are heading in the right direction. Therefore, we would like to continue the courses by focusing on the specific issues that we currently have to solve in the bank,” concludes Ján Gombala. ■