



## BANK GAINS NEW GROWTH OPPORTUNITIES THROUGH OUTSOURCING

### BANQUE HERVET

/// CASE STUDY



Usually, companies decide to outsource because they want to cut support costs or improve service. For Banque Hervet, however, outsourcing was a way to preserve jobs after a larger competitor had acquired it. Through an innovative partnership with EDS, an HP company, the bank helped create a major new resource for the entire European banking industry.

#### CLIENT PROFILE

[www.hsbc.fr](http://www.hsbc.fr)

Banquet Hervet, acquired by CCF in 2001 is now a subsidiary of HSBC, one of the largest banking groups in the world.

**Industry:** Financial Services

**Headquarters:** Paris, France

**Business Need Addressed:**

Growth  
Innovation

*Outsourcing IT services doesn't have to mean giving up power. Our collaboration with EDS has led us to adapt our processes to fit within this framework. As a result, both companies have become more efficient.*

Jean-Pierre Leclerc  
General Manager  
Banque Hervet

#### Banque Hervet wanted to preserve jobs after an acquisition

When the French government decided to privatize state-owned Banque Hervet in 2001, it accepted the bid of Banque Credit Commercial de France (CCF) in large part because that organization was committed to maintaining positions for Banque Hervet's existing work force.

At that time, Banque Hervet operated a consolidated data center in Fussy, France, which managed all of the bank's servers, networks, applications and desktops. In spite of CCF's promise to preserve jobs wherever possible, Banque Hervet officials knew it was inevitable that CCF would eventually want to implement a shared information platform for all its branches. Integration with CCF's systems would render the bank's own IT resources obsolete. To prepare for that eventuality, Banque Hervet began looking for a way to preserve the jobs and expertise in Fussy while maintaining a state-of-the-art technology infrastructure.

With a growing roster of European banking clients, EDS was eager to develop a relationship with an established leader in the French market. Together, Banque Hervet and EDS negotiated the first comprehensive IT outsourcing contract in the French banking sector. In exchange for providing network, desktop and server management, and applications support for Banque Hervet, EDS would transform Fussy into a specialized center for the retail banking sector. Banque Hervet's IT staff would transition to EDS, providing workers with a wealth of new professional opportunities and building EDS' expertise within this emerging market. Meanwhile, Banque Hervet would continue to enjoy the same high level of service.

#### EDS created new opportunities and a valuable resource for the industry

The goal was to turn the Fussy IT center into a provider of a range of outsourced services for retail banks across Europe. To that end, Fussy became one of EDS' network of Best Shore<sup>®</sup> service centers, with a special focus on the financial industry.

The center makes the most of the organization already in place to offer IT infrastructure management services, specialized application development and support, customer relationship management, data warehousing, payment management and advanced risk analysis.

## Services featured

- Applications Development Services
- Network Management Services
- Server Management Services
- Workplace Management Services

*EDS has increased its dimension in the market by creating extremely competent IT teams and a high performing bank offering. The Fussy Center dramatically strengthens EDS' retail banking expertise in Europe.*

**Francis Meston**  
President  
EDS France

Banque Hervet continues to play a fundamental role in helping the center prioritize new development projects. By partnering with an organization with a deep understanding of the latest technology, Banque Hervet is able to continue refining its commercial IT and address a range of upcoming regulatory issues, including Basel II compliance, proactively.

## Banquet Hervet improved service and saved jobs

The perception of outsourcing is that it takes jobs away from local workers. As EDS' relationship with Banque Hervet demonstrates, the right outsourcing relationship can actually help both partners grow. While Banque Hervet's initial reasons for partnering with EDS were as much social as strategic, the new banking center at Fussy is fast becoming a valuable resource for the entire industry. Other regional banks have now also adopted recently developed solutions. As business grows, Fussy is expected to provide even more opportunities for the local work force.

"Our people were the primary consideration in our discussions with EDS," notes Jean-Pierre Leclerc, general manager of Banque Hervet. "EDS' IT management experience reassured our employees. They see new opportunities developing." So does Banque Hervet. Adds Leclerc, "We are absolutely satisfied with this relationship."

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