

From complexity to simplicity: Schaffhauser Kantonalbank selects holistic customer platform from BSI Software

Baden, June 5, 2025 – Schaffhauser Kantonalbank has reached the decision to implement the BSI Customer Suite, sending a clear message of its commitment to digital transformation and customer proximity. With the holistic customer platform, the bank will be able to map even complex banking processes flexibly, securely, and in a user-friendly manner in the future. Key reasons for selecting the Swiss software company BSI were the solution's high degree of configurability, its modular design, and the partnership-based collaboration with BSI.

Schaffhauser Kantonalbank (SHKB) pursues an ambitious vision: to remain the most successful bank in its economic region and convert its customers into devoted fans. To achieve this goal, SHKB fully supports simplicity, speed, and a value-driven mindset. The bank applies this approach to its customer relationship management as well: By opting for BSI Software's customer platform, Schaffhauser Kantonalbank will focus on simplified workflows and holistic 360° customer views to provide efficient yet individual support to its customers in the future.

The BSI Customer Suite – easy integration and configuration

The software company BSI provides banks with industry-specific solutions and countless connectors for their ecosystems. An example is the standard interface for connecting to Finnova's core banking system: This made it possible to implement about 80 percent of the customer platform set-up at Schaffhauser Kantonalbank by using existing interfaces – quickly, efficiently, and with ease. At the same time, the BSI Customer Suite provides a high degree of configurability and makes it easy for companies to map their own customizations in-house using configurations and low code. In addition, BSI Software also offers an extensive portfolio of training courses for bank employees to learn to use and further develop BSI.

Security in the cloud – with Swiss hosting

Another essential topic in the bank's project was the outsourcing of data to the cloud. For SHKB, it was clear from the beginning that their cloud solution had to be hosted in Switzerland. A complete, comprehensive risk assessment, including adjustments to their GTCs preceded the successful data migration. SHKB's cloud strategy ensures that sensitive data does not leave the defined data protection zone in Switzerland.

Initial successes in the pilot phase

At the start of the project, SHKB launched a pilot phase with around 60 employees from their private banking service unit and from customer service. As the pilot phase was completed successfully, the corporate customer banking service unit and all other frontline employees will now actively work with the BSI Customer Suite as well. In joint workshops, the teams from SHKB and BSI were able to implement the bank's requirements with a practical orientation. The close support BSI provided was particularly appreciated, including in the pilot and rollout phases. Initial user feedback speaks for itself: The new solution proves to be fast, intuitive, and state-of-the-art. Bank employees are particularly positive about the straightforward design of the workflows and the phone integration. "With the BSI Customer Suite, we are creating the foundation for holistic, flexible, and competent customer service – and we are doing it in a Swiss cloud. The collaboration with BSI has consistently been solution-oriented and on a partnership basis," comments Manuel Bächli, CFO of Schaffhauser Kantonalbank.

A look ahead: Potential CX opportunities at a glance

The successful rollout has laid the foundation for additional expansion steps: Schaffhauser Kantonalbank is also considering the use of additional modules of the BSI Customer Suite, for example, in customer experience or AI-based word processing in the future. "Schaffhauser Kantonalbank impressively demonstrates how you can successfully master complex processes and regulatory requirements with state-of-the-art technology and genuine collaboration. We look forward to continuing our journey together," adds René Konrad, BSI Community Manager Banking.

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Manuel Bächli, CFO, Schaffhauser Kantonalbank



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