



Nomura Bank

Quote

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The rise of Nomura Bank, founded in 1925, is really exceptional. With more than 13,000 employees, Nomura is present in 28 countries around the world. More than 5 million accounts world-wide are handled by Nomura. Since 1998, Nomura is cooperating with "Industrial Bank of Japan" (IBJ), Japan's biggest credit bank. Strategic partnerships have also helped Nomura Bank to establish itself in Middle and Eastern Europe

Challenge

The aim of Nomura was to decrease manual working steps and at the same time retain legal banking guidelines. Incoming faxes and telexes are now registered centrally and then distributed over the internal net. A Swiss banking law makes it necessary for Nomura Bank to confirm receipt of orders in writing. That is done via telex as an accepted legal document. The system recognises when to issue a confirmation and the Communication Server ONE automatically sends out the confirmation via telex.

Solution

After carefully testing all common fax- and telex-solutions, Nomura Bank chose TOPCALL as its new solution provider. Important factors to influence this decision were the openness of the system, allowing them to fully integrate the existing banking software, the low maintenance and the scalability. Installation and operation were done without any problems.

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Mr. Noethe confirms: "After 5 years we see that many of the competing products have long vanished from the market. The TOPCALL solution has definitely proven itself. I can recommend TOPCALL to everybody."

Result

TOPCALL helps to work quicker, more economically and more efficiently. Especially in sinking the costs for mass mailings. "We can't even put the time savings in numbers. The quicker the information reaches the customer, the more satisfied they are." Mr. Noethe goes on to say: "It is most critical to distribute our recommendations to our customers and internal and external traders in a timely manner. The recommendations have to reach the traders even before the markets are open. Since fax and telex messages don't have to be sent manually anymore, our employees have more time to tend to our customers."

Future

The next step is already planned. Because of the growing importance of the Internet, Nomura Bank is now putting more emphasis on e-mail together with fax and telex. "In this area TOPCALL is also offering a central communication solution with all necessary safety standards," explains Mr. Noethe. "For that, we will replace TOPCALL for Windows with Microsoft Outlook. The advantage: our employees can send and receive e-mails, faxes and telexes directly through Microsoft Outlook without the need to learn a new software program." Nomura is also thinking about installing a message archive.

It comes as no surprise that Nomura is still relying on TOPCALL as Mr. Noethe confirms: "After 5 years we see that many of the competing products have long vanished from the market. The TOPCALL solution has definitely proven itself. I can recommend TOPCALL to everybody."