

CASE STUDY

Commerzbank

ABOUT THE BANK

Commerzbank is a leading international commercial bank. For Private and Small Business Customers as well as Corporate Clients, the Bank offers a comprehensive portfolio of financial services. It has one of the densest branch networks among German private banks and is leading in financing for corporate clients in Germany. With its subsidiaries com direct and Poland's Bank it owns two of the world's most innovative online banks. It serves its clients in all markets worldwide.

<https://www.commerzbank.de/>

Banking on Success with ARCHIBUS

In the fast-moving world of international banking, effective management of organisational space and assets is an essential element of the facilities support role. At the London branch of Commerzbank, leading FM technology is proving to be a valuable management tool that also assists with strategic decision-making.

With consolidated total assets of almost 400 billion, Commerzbank, founded in Frankfurt am Main in 1870, is one of Europe's leading private-sector banks, dealing with Retail Banking and Asset Management as well as Corporate and Investment Banking. The Group, which comprises numerous branches in Germany and around the globe, employs nearly 37,000 people and serves some 6 million customers worldwide.

AT A GLANCE

Challenges

- The London branch of Commerzbank handles securities and corporate banking and occupies over 220,000 square feet of space in three city centre buildings.
- Effective space management

Benefits

- Significant savings
- Maximised the efficient use of space.
- Access to essential information immediately



"For the future, we plan to web-enable the room booking facility and helpdesk module allowing users throughout the organisation to view and book rooms via their own web browsers.

- **Hassan Movahhednia**
Commerzbank Project
Manager

CHOOSING THE RIGHT SOFTWARE

The London branch of Commerzbank handles securities and corporate banking and occupies over 220,000 square feet of space in three city centre buildings.



Hassan Movahhednia, Project Manager for the London offices, is responsible for managing the moves and changes in addition to all construction and design work. He advises senior management on building strategy and how to maximise them efficient use of space.

To help with his management of space and assets, Hassan uses ARCHIBUS/FM from MASS Systems. Prior to joining Commerzbank, Hassan had used the same system at two different companies and recommended its use for asset management at the Bank.

Maximising Use of Space

Space management is a high priority for Hassan and his team. Last year more than 2,500 people moved location. Hassan uses ARCHIBUS/FM in conjunction with AutoCAD to manage these moves and changes and produces a monthly report on space allocation and occupancy.

He explains: "We draw up occupancy plans, perform space planning exercises and calculate space utilisation.

We also carry out space charge-backs: this focuses people's minds on how much space they really need and has resulted in some significant savings. The system certainly enables us to maximise the efficient use of space. With ARCHIBUS/FM, I know I can get essential information immediately."

KEEPING TRACK OF ASSETS

Effective asset management is also important at Commerzbank. Hassan continues: 'We constantly monitor the movement of assets as part of our audit requirements, the condition of which is monitored for depreciation purposes.'

'We use Psion handheld data loggers to gather the information and then download it into ARCHIBUS/FM where it is compared with the master inventory before automatically updating the asset register. Every day we get a report back that shows which items have moved and where they have moved to.'



EXTENDING THE USE OF THE SYSTEM

The same system is also used for the booking of meeting rooms in the Bank's Gracechurch Street office so staff can easily book rooms along with catering and conference equipment.

'For the future, we plan to web-enable the room booking facility and helpdesk module allowing users throughout the organisation to view and book rooms via their own web browsers' says Hassan.

We are interested in finding more case studies to write about and so if you, or your organisation, have a success story to tell then simply contact us on 0118 977 8560 or email us at news@mass-plc.com

Alternatively, if you wish to discuss or have any questions regarding this case study, please reach out to us.