

Microsoft Teams Rooms meets the office needs of hybrid workers at DNB Bank Polska



Client profile

DNB Bank Polska is a commercial bank that services mortgage loans. They are a member of the DNB Group, Norway's largest financial group, which has branches in the most important financial centers in the world. DNB Group's shares are listed on the Oslo Stock Exchange.

To support hybrid work and make videoconferencing easy, DNB Bank Polska partnered with NTT DATA to deploy Microsoft Teams Rooms. We helped them create a smooth, integrated video experience, connecting teams meeting in the office to bank customers as well as colleagues working from home.



We were looking for a partner who had good videoconferencing knowledge. We chose NTT DATA because they are a global brand with the right experience. We were impressed by their commitment to us even before we signed the contract. They took the time to understand our needs and explore options even when it wasn't clear if we were going forward with the project or not."

Krzysztof Dąbrowski

Deputy Head, IT and Project Management, DNB Bank Polska

Business need

New premises create an opportunity to improve hybrid working

When the pandemic forced DNB Bank Polska to implement remote working, videoconferencing became essential for meetings between employees, and employees and customers.

“We had to move from the old building we’d been in for about 15 years,” says Krzysztof Dąbrowski, Deputy Head, IT and Project Management at DNB Bank Polska. “So, we decided to introduce hybrid working, with employees in the office for three days and at home for two days a week. Online meetings are now expected for building business relationships, and we wanted a solution that would create a better experience for our employees.”

The bank’s planned move to new premises offered an opportunity to upgrade and improve its conference rooms. To support a truly hybrid work environment, it had to be easy for teams meeting in the office to connect to bank customers and their colleagues working from home.

The solution had to integrate with Microsoft Teams, enhance the new office environment and be easy to use.

Solution

Building the relationship before implementing Microsoft Teams Rooms

Just before we started working on a conferencing-room solution, DNB Bank Polska had moved to Microsoft Office 365. This made Microsoft Teams the natural choice for their new videoconferencing rooms.

At the time of the discussion, the bank had only two videoconferencing rooms, which had to be booked by email. There was no easy way to see if the room was booked. They wanted Microsoft Teams Rooms at their new premises and a user-friendly booking system for all their meeting rooms.

“We did a lot of conceptual work before we even discussed the possibility of buying this technology. It was essential to know how things could be set up, what equipment we needed and how much the solution would cost,” Dąbrowski explains. “The engagement with NTT DATA was very important at that time.”

The NTT DATA team discussed different options for the rooms, including which vendors to use. To help the bank decide, we arranged a demo at our office to show how the technology works and how everything is connected and implemented in practice.

After careful consideration, DNB Bank Polska chose Logitech to replace their existing equipment. We implemented Teams Rooms at their new premises and had everything up and running by the time the bank moved in.

Outcomes

Videoconferencing made easy

With the right service provider to back them and demonstrate their options, DNB Bank Polska set up five top-notch Microsoft Teams Rooms at their new offices. The videoconferencing rooms are just as easy to use as Teams and employees can book any meeting room through their new system. This easy and convenient system supports new ways of working and employee engagement.

Improved employee experience

"Our quarterly employee survey has a question about how employees experience the office environment. The highest satisfaction score on the scale is six. At the new premises, the score for office satisfaction was over five. It was below four at the previous office," says Piotr Walewski, Head of People and Organization. "Our latest survey shows improvement in employees' overall satisfaction with the office, and they specifically mentioned that the new conference solution was very useful."

Easy-to-book meeting rooms

"One of the most visible changes is that a display panel shows you if the meeting room is booked or not. If it's not booked, you simply tap to reserve it. You no longer have to open your laptop, send a meeting invitation to the room and see what happens," says Dąbrowski.

Make better use of meeting rooms

With five Microsoft Teams Rooms, more meetings can take place at the same time. The panels enable the bank to track how and when the rooms are being used.

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