



Case Study

Kleinwort Benson Channel Islands case study

As two of the world's leading off-shore private banking centres Jersey and Guernsey attract some seriously wealthy inhabitants, alongside some of the biggest names in international private and investment banking.

One such name is Kleinwort Benson, the 200-year old London Merchant Bank, which represents Dresdner Banking Group in the Channel Islands. Kleinwort Benson Channel Islands has a portfolio of clients that stretches from Europe, to Kenya and out to the near and far East, and serves some very high net worth individuals.

Consequently its own highly valuable fiduciary managers, investment staff and client advisors travel a great deal in order to provide the class of service their customers expect. Furthermore, with offices in Jersey, Guernsey and London, and reporting lines to Dresdner's Munich and Frankfurt locations, the company's senior managers also spend a substantial amount of time on the road.

With so much time being spent away from the office it became clear that Kleinwort Benson Channel Islands needed a mobile email solution – and after a thorough investigation into the options available, selected the mobile email service from OpenHand.

André Gorvel, Head of Information Security at the Bank explains their choice: "Because of the nature of our business, and the value of the information that we send on internal email, security was of paramount importance to us. A number of the options we looked at had security as an expensive add-on, but OpenHand had the highest levels of security included within the product."

Not only does OpenHand apply the highest recognised level of encryption, 128bit Advanced Encryption Standard (AES), it also makes sure that the data is not stored on any mobile device. "We felt the OpenHand service could be highly trusted, because the email never leaves our system," continues Gorvel "It's a key issue for us."

Kleinwort Benson Channel Islands were also impressed by the flexibility that OpenHand offered: "Our people travel all over the world, and therefore need a mobile email service that works with different networking standards, like Wi-Fi or GPRS. Not all destinations are in areas with a highly developed mobile communications infrastructure, so OpenHand's adaptability in this area is extremely beneficial."

OpenHand can be used on all types of mobile device from PDA to laptop, which was another important factor in the decision. "Personal devices should depend on personal choice," points out Gorvel, "Some people are happy to use a laptop, others prefer a PDA. We didn't want to force a choice on our people – or make them carry more bits of kit than was strictly necessary."

Having chosen OpenHand, Kleinwort Benson found the installation process remarkably easy, even though their own system is rather complex. Once the software had been installed on the servers, most of the end users were able to install OpenHand on to their own devices themselves – even those with very little technical ability. Initially, the bank

selected 50 users to prove the product's capability; now the number of users is increasing as the benefits have been widely recognised.

With OpenHand installed Kleinwort Benson are able to send all sorts of information to all four corners of the globe, including advice about some very high value purchases – most notably a Boeing 747 'Jumbo Jet' – on behalf of their clients.

Gorvel and his team have also received a great deal of kudos for implementing OpenHand "Everybody finds the product so quick and simple to use, and it does exactly what we want it to. This is a highly regulated industry, so to find something that gives people the freedom to have what they want in the manner they want it is quite unusual."

The Jersey business community is a close-knit one, OpenHand is now working with Jersey Telecom, the island's biggest supplier of telecommunications products, to provide its clients with mobile email communication.

"We were looking for suppliers of mobile technologies, in order to expand our portfolio to our customers," explains David Warren, Internet Services Business Development Manager at Jersey Telecom. "Together with Kleinwort Benson, we were very impressed with the ease of installation, the security and the fact that OpenHand worked on any network with any device. We realised that it would make a very valuable contribution to our range of products and to our customers businesses."

As a result, OpenHand has now been taken up by a number of businesses in the Channel Islands, who, like Kleinwort Benson, are taking advantage of the almost instant Return on Investment. "The value of a fiduciary advisors' time is hard to quantify, but they're often away for two or three weeks at a time. By having email anywhere in the world, Open Hand has really smoothed the path of our business," says Gorvel.

"It's quick to use, we didn't have to buy lots of new devices, and everyone likes it. We would have been happy to pay for a much more expensive product if we had needed to," he adds.

"If I had to sum up OpenHand in three words it would be 'simple, but brilliant.' We couldn't have found a better product."

For Further Information and Support

Please contact:

(UK office)
OpenHand Software Limited
Tel: +44 (0) 20 8962 3270
Email: sales@openhand-mobile.com

(Iceland office)
Softis hf.
Hafnarstaeti 19, 101 Reykjavik, Iceland
Tel: + 354 511 5440
Email: support@softis.is

