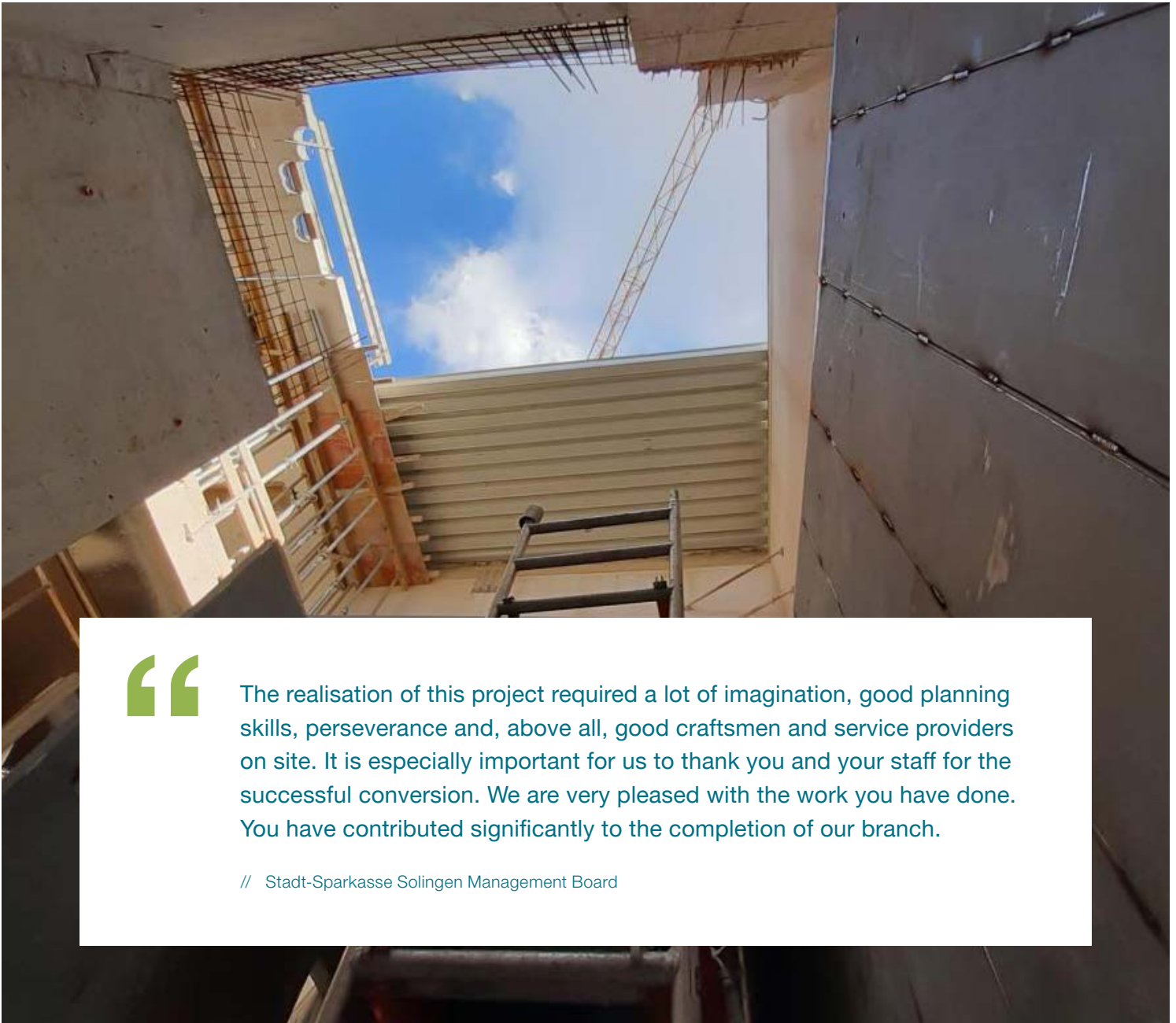


Stadt-Sparkasse Solingen consolidate safe deposit lockers and upgrade to Gunnebo SafeStore Auto



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The realisation of this project required a lot of imagination, good planning skills, perseverance and, above all, good craftsmen and service providers on site. It is especially important for us to thank you and your staff for the successful conversion. We are very pleased with the work you have done. You have contributed significantly to the completion of our branch.

// Stadt-Sparkasse Solingen Management Board

Background

Stadt-Sparkasse Solingen employs over 500 staff in ten branches and twelve self-service locations in Solingen. Two of these branches were located within 500m of each other in the Ohligs district and both had separate electronic, customer-operated safe deposit locker systems. Thus, management decided that it made economic sense to consolidate the two branches and, at the same time, also the rental safe deposit box systems, upgrading to Gunnebo's state-of-the-art SafeStore Auto (SSA) automated safe deposit locker solution.



The Challenge

The savings bank already had mostly Rosengrens safe deposit systems, a former Gunnebo brand in Germany, but also safe deposit boxes from Gunnebo's German predecessors Garny and Pohlschröder.

With sustainability in mind, Stadt-Sparkasse Solingen wanted to integrate as many of the existing safe deposit lockers as possible into the new location. Both systems were already accessible via a self-service area, but operated via two different software solutions that could not be combined. At the same time, management wanted to modernise the complete rental locker system to become Stadt-Sparkasse Solingen's first SafeStore Auto safe deposit locker system.

By far the biggest challenge for the financial institution was the seamless consolidation of all existing customers before opening day, which required the relocation of 1,250 customer deposits to the new locker location.

As a long-standing and loyal Gunnebo customer, Stadt-Sparkasse Solingen knew that it could rely on the established and trusted business relationship with Gunnebo and the solutions that had been successfully implemented and proven over many years.

Customised Solution

After initial plans to build a cast-in-place concrete vault, it was finally decided to build the entire room using a modular construction. Due to the panel lengths, each module was transported by crane through the roof of the building into the basement where it was installed. In this way, Gunnebo delivered and installed a solution of individual components and created a completely customised, highly secure vault.

Notable were the particularly high ceilings for such a construction. Gunnebo's engineers were ultimately able to achieve an interior height of 4.70 m and at the same time accommodate a significantly higher number of lockers across a smaller footprint.

The new rental locker system comprises 2,000 lockers, is equipped with two dispensing stations and has the capacity to expand by another 680 lockers.

Due to the merging of two locations, many of the safe deposit lockers were already occupied with customer assets and these needed to be transferred to the new building. The branch manager had to ensure that the move went smoothly and was completed prior to the target date. Gunnebo provided the technical basis so that he and his team could realise the secure transfer of all 1,250 customer safe deposit lockers, their contents and the corresponding system connection within only eight weeks.

SafeControl Store, the software via which banks and savings banks can conveniently manage all SSA users, was installed as part of the project, as was the software connection to the central data centre of the savings bank (FI). In this way, Stadt-Sparkasse Solingen was able to consolidate the two customer databases of the former branches and manage the new safe deposit centre with only one database.



Beyond the locker system and the vault, the project also comprised other elements that add value to the bank and help ensure the highest level of security. These included an integrated biometric solution combining Gunnebo's SafePoint and SafeGate, as well as a mailbox system.

A highly satisfied customer

The three-year consolidation and modernisation project was successfully completed on time and the new branch was opened in April 2021. The entire board of Stadt-Sparkasse Solingen praised the whole team and wrote to thank them for the successful completion.



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Stadt-Sparkasse Solingen was extremely satisfied with the technology provided by Gunnebo, the expertise used to project manage the solution and the competent implementation.

About Stadt-Sparkasse Solingen

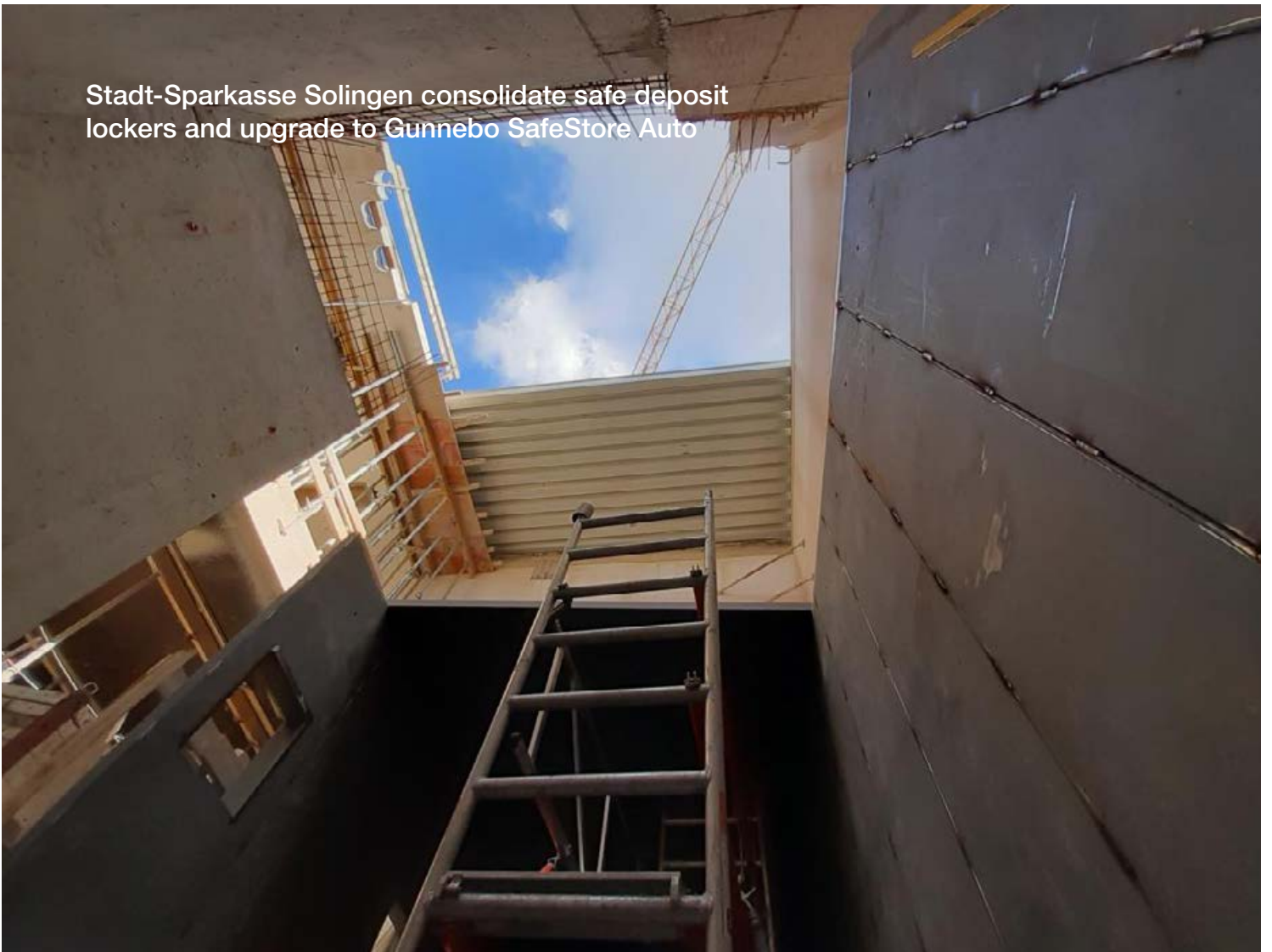
The roots of Stadt-Sparkasse Solingen go back to the year of its foundation in 1840, when it first started operating as a financial institution.

Characterised by a close, responsible connection to the city and its citizens, it has developed a system of values that continues to shape it today. As a traditional savings bank, Stadt-Sparkasse Solingen is essentially focused on promoting the prosperity of its citizens and strengthening the local economy, not on maximising profits.

The range of services was constantly adapted to the needs of the economy. Today, the savings bank offers the entire range of a modern universal credit institution: from traditional savings accounts to competent advice on lending, securities and foreign business. The core business of Stadt-Sparkasse Solingen is to provide citizens with high-quality banking products and services: Private customers, medium-sized companies and public institutions.



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