

PKO BP - Consultant Online

Chmura Krajowa based on GCP components and Google Meet service, built and delivered a production ready application to address client's remote communication needs. First production working version was released after three weeks.

The challenge

PKO BP needed a tool that allows clients to contact consultants and carry out basic operations. Conversations between them had to be registered in order to provide proof for audit or complaint reasons. Clients with specific needs had to contact with adequately skilled consultants. The solution must meet all PKO BP security requirements.

The solution

To meet client needs we used GCP and Google Meet. It allows bank consultants to join video calls with clients, based on their schedule of meetings. We build web forms to register all remote visits, as well as application to queue and service all registered meetings. The solution used bank SMS and email notifications. All components are secured based on bank policy.

The results

The first version of the service was launched in a production environment in two weeks after the start. Service is intuitive both for clients and bank employees. Since the very beginning the solution was built with scaling in mind, due to considerable interest of bank's clients. Some of the PKO BP employees can monitor current number of meetings and predict future service usage.

“ The COVID-19 pandemic have had a significant impact on the ability of customers to contact the bank. The situation demanded an immediate response that would provide an alternative to face-to-face meetings. Another challenge was short implementation time, while ensuring maximum safety for customers and our employees. These conditions were met by the solutions prepared by OChK. ”

Adam Marciniak, CIO, PKO Banku Polskiego



About POWSZECHNA KASA OSZCZEDNOSCI BANK POLSKI S A

PKO Bank Polski is a world leader in digital banking and one of the largest financial institutions in Central and Eastern Europe. We are pioneering in the use of blockchain technology in Polish banking, and thanks to the Let's Fintech program our bank gets constantly involved in the development of the national ecosystem of innovative companies.

Industry: Financial Services

Primary project location: Poland



About Operator Chmury Krajowej Sp. z o.o.

Chmura Krajowa is a team of over 150 experts with extensive experience in developing solutions in the cloud environment, digital transformation.



Products

Google Cloud Platform

Google Workspace