



Certified Hosting Solution as a Complete Package





Clientis needed a solution to satisfy the requirements of the Swiss Financial Market Supervisory Authority (FINMA) with regard to the outsourcing activities of banks. They found the solution in an ISO-27001-certified cooperation for hosting.



Clientis is a group of 15 independent Swiss regional banks with a common umbrella brand name. Clientis AG functions as a common competence and service center.

Customer Expectations

The Clientis banks are characterized by their regional focus and the associated proximity to customers. Clientis has gained the trust of its clients through a transparent and solid approach to banking business. To further strengthen this trust, the company strives to meet requirements, such as those of FINMA, as quickly, sustainably and securely as possible.

-  69 locations
-  600 employees
-  founded: 2003
-  nine customer: 2012

Challenges for Clientis AG

As a competence and service center for all 15 banks, Clientis AG needs solutions for all decisions that function equally well for all members of the Group. That's why multiple aspects had to be considered with regard to the FINMA requirements in circular 08/7 "Outsourcing for banks".

Therefore, Clientis AG not only sought a reliable hosting partner for successful collaboration, but was also interested in further cooperation regarding Clientis' hosting with its partner. Here the FINMA requirements mentioned above had to be satisfied within the framework of an ISO 27001 certification.





Requirements for the Managed Cloud Provider:

- fulfilment of the FINMA requirements (circular 08/7 "Outsourcing of banks")
- the provider's cooperation with the internet agency Liip AG
- location in Switzerland must be guaranteed

nine's Solution

The trend is increasing toward certified hosting solutions located in Switzerland - that's the only way to fulfil the desired requirements.

- With its ISO 27001 certification since 2016 and usage of a certified data processing center, nine can guarantee complete information security. This secure process completely satisfies even the requirements of the Swiss Financial Market Supervisory Authority.
- Because it has collaborated with Clientis since 2012, nine was already familiar with the Clientis setup. Choosing Liip AG as the internet agency supported the project's success, as nine and Liip had already collaborated successfully on many projects in the past.
- The ISO 27001 certified data processing center is located in Switzerland and fulfils more than merely the aspects relevant to certification. Rather, from an infrastructural point of view, it meets the high European standard.

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