

I Information Technology

Professional organisational and state-of-the-art information technology support are essential factors in securing and expanding our competitive edge. This is why we have developed our Information Technology Division into an in-house service provider. By providing sophisticated IT products and services to customers throughout the Group, this division also contributed to our business success in 1999.

Enhancing our efficiency through structural changes

In line with focusing on core expertise, we will spin off the bank's IT services into a separate subsidiary: **DREGIS** GmbH, based in Frankfurt/Main, to be launched in the course of the year 2000. Its area of responsibility will include the setting-up, development and operation of Dresdner Bank's infrastructure. DREGIS GmbH will start operating with approximately 800 staff and will also offer its services to customers outside the Dresdner Bank Group.

Furthermore, in the short term we will be amalgamating parts of our information technology unit and our Payments and Settlements Division into a new division called "**Global Transaction Banking**", which will comprise securities and treasury settlement as well as payment services. Maximising the added value of our services will allow us to offer them to our customers and third party banks at attractive prices. We aim to strengthen our position in terms of in-sourcing, to attract strategic partners to join us in implementing new strategies.

Millennium

Coping with the changeover to the year 2000 was one of the greatest information technology challenges ever. **We initiated extensive preparations for this event as early as 1996.**

From mid-1999 onwards the "millennium weekend" itself, as well as the preparation of our financial statements were simulated with an extensive series of test-runs. In view of the vast number of successful tests run internally and externally, we were certain we had taken all technically necessary and commercially sensible measures to ensure that the changeover to the new millennium would not adversely affect our performance. Particular attention was paid to ensure a smooth transition in our customer business. The **successful completion of the millennium weekend** confirmed the effectiveness of our preparations. There were **no significant difficulties** experienced anywhere across the Dresdner Bank Group that could be attributed to the millennium changeover.

e-commerce

The use of modern Internet technology has given rise to new financial services. We therefore made an early start in gearing up for our services to be offered via the **Internet**. Successful e-commerce depends on the trust of all those involved in the security of the transaction process. This, in turn, requires the application of high performance technology. We therefore acquired an interest in Hamburg-based TC Trust Center, a leading security technology provider, to ensure that we meet these expectations. We see enormous future potential in harnessing the combined technology of the mobile phone and the Internet to operate **m-commerce** ("mobile e-commerce") services. Our Dresdner WAP banking service already offers extensive and up-to-date stock exchange and securities information.

Dresdner Bank InternetBanking

Dresdner Bank InternetBanking, launched in August 1999, represents an **innovative addition to the range of products and services currently offered to our private customers**. It is based on the German HBCI Standard (Home Banking Computer Interface) that guarantees our customers maximum security in communicating with the bank. This initiative saw Dresdner Bank become one of the first banks in Germany to fulfil the requirements of the home banking standard established by the German banking industry.

Dresdner Bank InternetBanking offers customers an extensive range of services, such as checking their account balances, reviewing the previous 45 days' account movements, arranging transfers, setting up and monitoring standing orders, as well as sending messages to the branch where their accounts are held.

PAD (Partner Database)

In 1999 we launched a new software solution in which all relevant information on our dealings with business partners is stored in a **data warehouse**. This partner database has allowed us to store all customer details, with everything from their address to details regarding their relationship with the bank, in a single file. This information is continuously accessible when contacting customers and optimises our integrated advisory service approach with our customers.

GEOS (Global Entity Online System)

GEOS is the acronym for a project in which we have developed technology to replace our current software used for **processing securities transactions**. This new system, to be launched shortly, will support our securities advisors and also greatly enhance our securities services.

In choosing this application, we have opted for what is seen by the market as the solution of the future. Significant improvements include optimised advisory and service tools, real-time processing, multi-customer capability and a multilingual user interface allowing for seamless inclusion of all Dresdner Bank Group subsidiaries and – a particularly important feature – of third party banks. In view of our decision to establish the new Global Transaction Banking Division, this system will become increasingly significant for in-sourcing and cooperative ventures.

OSKAR – the Information Factory

Customers and banks are both equally dependent on up-to-the-minute information for liquidity management and time-critical transactions. Existing systems no longer fully meet today's requirements, which is why we have launched a series of projects called "OSKAR" (online strategic position keeping and reporting). "OSKAR" will revolutionise the way in which Dresdner Bank handles transactions, account entries and position data.

Internet and e-commerce are the driving factors in today's markets. We seek to provide our customers with all the information they need in real time. Besides being capable of handling very high transaction volumes, the systems currently being developed will be set to handle multiple clients. In doing so, they also directly support Dresdner Bank's overall business strategy.