

MeisterTask Increases Productivity and Relieves Pressure on Management for the VR-Bank Bad Hersfeld-Rotenburg

SUCCESS STORY



Michael Münster

Head of Department for Processes and Quality Management

REGION

DACH

EMPLOYEES

< 500

INDUSTRY

Banking & Finance

WEBSITE

www.vr-bankverein.de

- 50% reduction of in-person meetings.
- Reduced pressure on employees.
- Higher productivity.



A 50% reduction of in-person meetings and emails. Significant stress relief for employees. Increased productivity all around. Three key improvements for the [VR-Bank Bad Hersfeld-Rotenburg](https://www.vr-bankverein.de), each enabled by the smooth implementation of MeisterTask into their organization. Michael Münster, Head of Department for Processes and Quality Management, describes the journey towards a new way of working.



In early 2020, the VR-Bank Bad Hersfeld-Rotenburg decided the time had come to implement a new task and project management software. This proved easier said than done for Michael Münster, who doubted the existence of a solution that could genuinely fulfill the bank's complex requirements. His wishes included:

- **Intuitiveness and user-friendliness.** The bank's employees should not be burdened with complex software that could frustrate them.
- **Improved communication and project overview.** The software should make it easier to get up-to-date with the latest changes to tasks and projects. This should simultaneously improve project-related communication and reduce reliance on emails.
- **Multiple access points.** The software should not only be accessible from the bank's computers, but from mobile devices too.
- **Compliance with banking regulations for security.** The software must have servers physically located in Germany and the possibility to manage users from the software directly.

As soon as the bank's digitization team stumbled upon MeisterTask, it became clear that the tool was perfectly suited to meet their software needs. Following a test phase, which included an exhaustive security and risk assessment, upper management gave the green light for implementation.



The implementation of MeisterTask was completed quickly and without problems: every person involved in the process was impressed by how things went,



Münster explains. Although the original plan was to introduce MeisterTask solely to the bank's executives and senior management, the user base grew quickly to include more team members. To date, acceptance of the tool has been so extensive that 35% of the bank's employees work daily with MeisterTask. Now that they've had the chance to get accustomed to the tool, what have the main effects been?

Reduced Pressure on Management

Almost everyone has experienced the anxiety that precedes a busy working week, especially on the first day back after absence. For staff in management positions, the situation can be severe: an email inbox overflowing with updates and a schedule packed with alignment meetings to bring everyone back up to speed. However, for the VR-Bank Bad Hersfeld-Rotenburg, MeisterTask is making a key difference to the management workload.



Thanks to MeisterTask, returning managers are able to get back on track in the shortest possible time, even after weeks away from their desks.



"A quick look at our project boards is enough to gain an overview of the tasks in progress," says Michael Münster. "You're never going to be able to eliminate every personal discussion, but making the channels of communication more efficient with MeisterTask has been a huge advantage for us — especially on that first day back after a holiday."



Reach Inbox Zero

Like many others in management positions, Michael Münster knows the problem of an overflowing inbox all too well. He explains that email floods are often caused by internal discussions: "It can often start off as a quick question about a project sent by email. However, because so many people become involved in the discussion, this leads to forwarding and replies, each time with comments from different colleagues. You can be reading one email for ten minutes before working out what it is actually about."

Fortunately, MeisterTask has been able to stem the flow of emails at the bank. When there is a question about a task, communication now occurs on the task itself, which provides context and mitigates the need for email chains. Comments are stored chronologically and the flow can be understood easily.

For Münster, this simplified style of communication is just one example of how MeisterTask's user-friendli-

ness benefits colleagues, particularly while they are in home office or on the go. When he isn't at his desk, he generally answers queries via the MeisterTask apps on his tablet or smartphone, which saves him valuable time that would otherwise be spent logging into a mail account over the bank's VPN.

50% Reduction of In-Person Meetings – Gaining Lost Time

As Head of Department for Processes and Quality Management, as well as a member of the strategy team, Michael Münster is central to operations at the bank. This leads to an unusually high participation rate in project groups: by his own estimation, he takes part in 60-70% of all project meetings. His position allowed him to observe certain problems in these meetings, issues that MeisterTask has helped solve.

For Münster, this equates to "lost time regained." Time that, if used productively, can be used more effectively for other projects at the bank.



Not every meeting is equally relevant or important to every participant. Thanks to MeisterTask, we can now prepare for meetings more effectively and efficiently, targeting key information and ensuring that the time spent in project-related meetings could be cut in half.

