

## C Exercise 2 (Track 12)

- Schmidt:* Hallo Frau Müller, schön, dass Sie Zeit hatten, bei unserem Meeting vorbeizuschauen.  
Hello Mr. Bailey, may I introduce you to our manager in accounting and controlling, Frau Müller. Frau Müller, Mr. Bailey is our new international head of customer relations and sales. He's still working on his German, so we ought to speak English for his benefit.
- Müller:* Hallo Herr Schmidt, danke für Ihre Einladung.  
Hello Mr. Bailey, nice to meet you. Of course we can switch to English in this meeting, then we'll know best how to cooperate in future.
- Bailey:* Thank you so much Mrs. Müller. I am working on my German skills, but you know, you invented quite a hard language to learn.
- Müller:* I know, I don't blame you for not speaking German after having spent such a short time in this country.
- Schmidt:* Okay. Let's turn to our current issue, which is also the reason why we have invited you to our meeting. Mr. Bailey will explain the details.
- Bailey:* Last year we conducted a survey on customer satisfaction with our current online banking system. We found that our customers are highly satisfied with the handling – that is they really like the fact that our system is very easy to navigate. There were major complaints, though. All these stem from the fact that the current online banking and broker platform lacks a fast real-time booking system.
- Schmidt:* Yes, that is actually a real problem. When we first started the online service platform, it was based on the old accounting systems. These systems use a batch processing procedure which has been in place since the late 70s.  
Batch processing means that any transfers that are entered into the online banking system are accumulated over the day and then they are all booked and transferred at the end of the day. The system is very stable and so in recent years there was no apparent need for a change.
- Müller:* Exactly. That's what I think. Our current system runs smoothly and it is very reliable. It never creates any problems. I know batch processing is slightly outdated, but the accounting department is very happy with it.
- Bailey:* I totally agree with you, batch processing is pretty safe. The problem is though that our customers not only expect security, they also expect their transfers to be made on the same day.
- Schmidt:* Indeed. Batch processing is pretty comfortable and safe, because it has been in use for so long. Real-time processing might be just as safe and stable as batch processing if we put it through plenty of testing sessions before migrating to the system. It is the current standard – we cannot ignore it. We need to adapt to current developments.
- Müller:* I always thought there was a saying that you should never change a running system?
- Schmidt:* Yes ... as long as it meets all your expectations.
- Müller:* I'd rather stay with the old system and do the work as it was done before. I see the necessity of meeting the clients' needs, but I don't see how my department will cope with the migration.