



Banking

Information Technology Service Management
(ITSM) Process

Simplifying technical support operations

Client: One of the largest banks in Southeast Asia

Problem: Client was looking for IT Services Management solution, that gives them flexibility and adaptability to match up their growing IT infrastructure support needs. The majority of ITSM tools available in the market were hardcoded with extensive vendor dependency to make any changes.

Solution: Our technical consulting team worked closely with the Bank's IT Team to build a process centric ITSM solution that could be easily customized by in-house IT teams. Using iLeap rules engine, SLAs were defined based on the issue criticality and alerts were set to monitor SLA deviations.

Benefits: We integrated with an existing DMS to build a strong information portal (KM) that reduced basic/entry level queries by 55% in 3 months, enabling technical support executives to focus on resolving high/critical issues that might effect bank operations severely.