

IT Service Management

One of the India's fastest
growing Large Bank

Predictable Delivery Every Time since First Time...

About the Client

The Client is one of India's fastest growing private sector banks with an expanding presence across the country. The client has earned recognition in various national and international forums such as : CNBC IBLA Most Promising Company of the Year (2018).

Technology Backdrop of the Project

- Windows
- Storage
- Email
- Active Directory
- Service First
- Patching
- Desktop & Laptops
- Networks include LAN, WAN, Firewall, Switching, Routing and VPN Services etc.

Business Challenges

- Outdated design, process and procedures within the bank leading to inefficient operations
- Poor performance and mgmt. of the existing tool. No Data based operations management leading to multiple outages
- The client did not have an ITSM program touching most aspects of process and technology in getting better organized and managing the service delivery of IT to business more efficiently.
- In the current state, the client does not have a 24*7*365 Technical Operations (TechOps) team and Technical Operations Specialists to proactive monitor events and manage Incidents
- The client also came across the need for 24*7 Incident Managers to manage the major incidents working with technical towers, technical heads and service managers / service owners for fastest recovery to services
- The overall asset mgmt. dataset was not up to date leading to improper configuration mgmt.
- Poor Problem management routines

Skillmine Solution

- Creation of the base ITSM Processes which was based on Industry based practices and ITIL v3, which covers:
 - Incident / Service Request Management
 - Major Incident Management
 - Event Management
 - Change Management
 - Problem Management
 - Service Management
 - Asset Management
- Create a Team of skilled Incident Managers, Technical Operations (TechOps) team and Technical Operations Specialists with the required Skillset to start executing best practices as per the Process
- Rollout of the entire new Tools systemizing the processes and ensuring adherence of the process by the skilled team
- Governance and Metrics reports using the analytics engine to measure performance

Business Benefits

- Continuous Improvement around the tools for Monitoring & Alerting, Deploying and adding systems to Monitoring.
- Administrative & Coordinative assistance to technical towers for Patching, Critical Change migration, Vendor Coordination etc.
- More than 80% of system alerts fixed and closed as a part of first call resolution.
- Incident resolutions within SLA with industry standard aging norms. "All Hands on Deck" for Sev 1.
- Ageing of Problem Management is now less than 30 days (All RCA identified & Permanent Fixes executed).
- Metrics in place to show reduction in Mean-Time-To-Fix and Mean-Time-Between-Failures.
- Standardized management and execution of Problem & Change Management.
- Delivered Optimization, Better refresh cycles etc. to ensure Continuous Improvement Plans.

Robust Security & Technology Support Services for Customer , Improvising Customer Security Posture & Compliance Standards.....



Lower cost



Economically sustainable



Reduce risk



Improve experience for their customers



Increase competitiveness




Grow revenue



Improve performance



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