

IT Infrastructure Services

- Continual Service Improvement
- Service Desk
- Knowledge Management
- Desktop and Application Support
- Remote Infrastructure Management
- Print Management
- Branch Deployments
- Procurement
- Depot Services
- Equipment Brokerage Services
- Special Project Management

Results

- Reduced print management costs \$2.1 million/year
- Eliminated over \$250,000/year in telecom support costs
- Reduced ATM network support costs \$100,000/year
- Reduced cost/contact 40% for 350 custom app password reset calls/month
- Reduced time required for software updates 15%
- Reduced desktop procurement cycle time 75%
- Reduced PC support costs 40%
- Increased end user satisfaction 31%

Client Profile

The client is a recognized industry leader and ranked as one of the top 25 largest commercial banks in the United States with over 675 branches across seven states. It is part of one of the top 50 banking groups world-wide with over \$800 billion in total assets, serving 48 million customers through 110,000 employees and 7,400 branches in over 30 countries.

A client since 2001, the bank initiated a relationship with Pomeroy to provide desktop and application support. In 2007, following its acquisition by a European financial services company, the client asked Pomeroy to consult on a host of acquisition-related issues, including systems integration, operations and cost improvement, and deployment of large-scale end-user support.

The Challenge

The client more recently sought to improve its market competitiveness by reducing Total Cost of Ownership, and by reallocating key IT resources away from routine IT support to strategic R&D and transformational initiatives. Aggressive re-engineering would be required of both internal and external end user support processes.

Pomeroy was asked to spearhead a series of initiatives based upon its experience utilizing Continual Service Improvement to re-engineer and streamline processes, identify unnecessary costs and improve end user satisfaction.

The Solution

- Apply Continual Service Improvement (CSI) methodologies as a framework to design and deploy a more efficient end user support model in three key areas – deskside support, print management and ATM network support.
- Identify and support cost reduction, operational efficiency and C-SAT improvement opportunities within the end user support environment through a “Shift Left” approach.

A Shift Left strategy focuses on moving issue resolution to the lowest cost level in the service and support organization, to resolve issues at the front line, or at the closest point to the customer.



The Results

Deskside Support Productivity

- Resolution of 35% of tickets now managed remotely by Pomeroy L1.5 Service Desk.
- Reduced cost/contact by 40% for 350 custom app password reset calls/month by moving support from client L1.5 resolver group to Pomeroy L1 service desk.
- Reduced time required by 15% for software updates through utilization and optimization of the client's SCCM environment.
- Eliminated over \$250,000/year through Pomeroy assumption of client telecom support.
- Reduced desktop procurement cycle time by 75% (20 days to 5) via a centralized depot program, while increasing end user satisfaction by 31%.
- Reduced PC support costs by 40% (e.g., parts, shipping, administration, L1/L2 labor, etc.) by designing and implementing a streamlined 3-year PC refresh program.

ATM Network Support

- Reduced costs \$100,000/year by increasing remote support and efficiency of client ATM resolver group.

Print Management

- Reduced costs \$2.1 million/year through improved device deployment, a 30% reduction in IT support calls, and implementation of a pay per use utility model.
- Reduced TCO by right-sizing the environment and enabling the elimination of 82% of devices.

The Value

Pomeroy CSI methodologies identified significant cost, productivity and service quality improvements, enabling the client to initiate actions to reduce its Total Cost of Ownership.

Tangible value was created through Pomeroy's ability to implement its process recommendations and deliver the promised productivity and cost improvements. As a result, the client expressed high satisfaction with the results and the establishment of a platform for continuous process and cost improvement.