ESS
Beyond products and processes
Serving business objectives

Customer Background and Landscape, ITSM Scope

Technology-enabled payments solutions company (UAE)

A leading Middle East payment solutions provider

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- With over 70 percent market share, Customer clears more than one million transactions daily and has transformed the payment service industry in the Gulf, Middle East, and North Africa

- The company's innovative payment solutions and modern processing methods are shaping the payment services industry in the UAE

- To meet increasing demand from customers, Customer needed to automate many of its ITSM services.

- The Customer IT organization partnered with Tech Mahindra, a BMC partner that provides customer-centric information technology services, to devise and implement an innovative solution.

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CHALLENGES IN ENVIRONMENT

- ☑ No single platform to manage operations w.r.t incidents, requests, high turnaround time due to lack of automation

- ☑ Reporting of operation efficiency and SLA measurement and reporting with various business units was an issue

- ☑ Monitoring issues

- ☑ Patching automation was missing

- ☑ Capacity planning based on business forecasting was not available

PROGRAM OBJECTIVES

- ☑ Accelerate issue and request processing

- ☑ Streamline service desk engagement

- ☑ Provide a distinct edge in a competitive market

1MM+ transactions supported daily

80% faster average response time

75% faster ticket creation

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SOLUTIONS

- BMC Remedy ITSM Modules and Smart Reporting

  includes 35 custom reports in addition to 100 OOTB reports
- Process Consulting: OOTB Process definition and implementation
- BMC Digital Workplace(SmartIT and MY IT)
- BMC Truesight Monitoring
- BMC Discovery
- BMC Server Automation for Patch Automation
- Capacity management

BENEFITS

- A MyIT Service catalog tailored for each customer allows simple, three-click ticket submission for issues and requests.

- Nearly 80% of requests and issues come through MyIT, reducing the time customers and agents spend on the phone and dealing with email.

- Automation has slashed the time required to create tickets submitted via phone from 20 minutes to 5 minutes (a 75% decrease).

- Average response time dropped from 15 minutes to 3 minutes (an 80% decrease), and IT consistently meets its service level agreement of resolving Priority 1 tickets in 30 minutes

- Root cause analysis now takes 15 minutes instead of the previous average of two days, and the number of recurring issues is declining.

1. **200** Banks, 70,000, 1,000 internal employees

2. **300+** Service Catalog Items

3. **~700** Change users

4. **~1500** Knowledge. Articles

5. **20** Service Knowledge. Articles Agents, ~200 Resolver Group Users

6. **~14** Integrations