

CMS IT Services' Digital Application Services helps major financial services provider transform its applications efficiency



CUSTOMER

The client is a Fortune 500 financial services company. They serve the Global Financial Products & Services market and have a revenue of more than 12 billion USD and over 55000 employees worldwide. They provide payment processing and banking software services and have offshore offices for associated technology-support.

THE CHALLENGE

The customer signed up CMS IT services for managing their Applications. They had a global channel of partners as well as complex channel and non-channel banking applications which were being used by various mid-sized banks. The size of the Application landscape became too complex to be handled internally. Since these Applications were being used by channel partners and banks globally, they needed 24x7 support and full operational efficiency. Additionally, they wanted to :

- Improve the company's focus on its core business
- Allocate internal resources for core functions and free them from the operational issues
- Control and reduce operational costs
- Increase efficiency and continuously reduce timelines of major processes
- Maximise use of the external resources and share the risk with a partner

THE SOLUTION

CMS IT deployed a hybrid solution with large on-premises support at three different locations providing L1 support and a centralised location for L2 and SME support. An integrated service delivery approach was adopted under a Program Governance umbrella. CMS IT took end-to-end ownership of all mid-size bank support activities.

All the channel applications were supported on a 24x7 basis with a ticketing tool, email and telephonic support. Non-Channel apps were supported on an 8 AM to 8 PM basis and a specialised EOD support center was deployed to support from 8 PM to 8 AM.

The highlights of the solution are :

- Handling multiple banking applications for six mid-sized banks on a managed services model
- Managing over 50 applications across Banking channel, non-channel applications (HRMS, Travel etc.)
- An EOD Operations in a 24x7 service-coverage window
- Providing L1, L2 and L3 (except B2B OEM support and development) services under a support SLA.
- Phase-wise approach to transition and delivery
- Logical ticket categorization and risk mitigation
- Enhanced MIS reporting.

BENEFITS

The solution led to a major increase in productivity in terms of application management by the organization. Chatbot became a preferred mode of user interaction. The IT environment was optimized and self-service became the norm for issues.

CMS IT provided the customer with a convenient IT environment where user productivity improved and users focused on end-customer satisfaction. Chatbots also enhanced user experience. Apart from this CMS IT deployed Patch Management, Configuration Management, Version tracking and Data recovery from damaged HDDs. CMS IT's innovative approach to active automation helped the customer realise the monetary as well as procedural benefits in running such big programs/engagements.

Some benefits of the solution may be enumerated as :

44% Reduction in ticket logging and resolution

98.5% Improvement in SLA as support processes were streamlined

Optimised incident turnaround

Increased Application efficiency for channel and non-channel partners

Increased employee satisfaction



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