

Proactive IT Delivery Saves Financial Institution More Than \$12 Million

Keane's commitment to continuous improvement and automation ensures system availability and IT support savings of 15% over 5-year contract.

Abstract

For a 75-year-old industry-leading financial services institution, five minutes of system downtime could mean millions of dollars in lost trades and incalculable damage to customer trust.

Keane's Service Operations Center (SOC) provided the client with world-class level 1 and level 2 service desk operations and remote infrastructure management to ensure the stability of this global institution's technology infrastructure. We built continuous improvement into our contract with this client — winning the deal over larger competitors. We call this proactive IT delivery and it enabled our client to better serve their customers as we continue to exceed the aggressive SLA that ensures top-class delivery quality. Our focus on continuous improvement resulted in more than 4,000 hours-per-month savings in manual work in year 1 and a commitment to save \$12 million

in IT support costs over the life of the 5-year contract — a savings of 15% of current IT support spend.

Challenge

In 2008, this leading financial services institution sought to address cost and quality concerns by consolidating infrastructure support. Prior to 2008 our client's enterprise infrastructure division worked with several IT services firms to maintain high standards of availability and manage the security and contingency planning for a vast technology infrastructure. Without a single point of accountability, users had to navigate a network of support personnel to resolve incidents — at times a time-consuming and frustrating process. For IT managers, getting visibility into the status of its servers, mainframes, data centers, and voice and data networks was complicated — making it difficult to predict and prevent business failure.

Keane's proactive approach to IT service management resolves 90% of incidents at the first touch and reduces manual intervention through automation.

Application and Infrastructure Solutions

Keane Client Story:

Industry: Financial Services

Offering: Technology Infrastructure Services | Service Operations Center



Solution

Keane won this deal over larger vendors because we build continuous improvement into our Service Operations Center contracts. Our teams are incented to find ways to automate and improve processes and provide clients with predictable, year-over-year time and cost savings they can use to execute and fund new initiatives or drive down budgets.

Keane's Service Operations Center integrates level 1 and level 2 service desk operations and remote application and infrastructure management under a single point of accountability. In addition, Keane provides a dedicated analytics team focused on preventing recurring problems and automating issue resolution.

Using Ready for Business health checks — the dashboards and applications that proactively monitor the client's 65,000 servers and devices that support its institutional side of the business — our SOC team ensures that the systems meet performance standards before the start of business.

Keane has also helped the client optimize its IT service management practices in accordance with ITIL guidelines by providing a program management officer (PMO) who trains the SOC team on ITIL-compliant processes.

Benefit

Keane' proactive approach to IT service management resolves 90% of incidents at the first touch and reduces manual intervention through automation. For this client, we were able to:

- » **Eliminate 4,000 hours per month of manual work in year 1** by automating system checks and incident resolution.
- » **Commit to save more than \$12 million** over the life of the contract by unifying service desk operations under a single point of accountability, implementing proactive problem-solving, and leveraging Keane's ShoreWise Adaptive DeliverySM solution.
- » **Reduce potential of business failure** and achieve >95% SLA provisions with full-service 24/7 support from Keane's nearshore and offshore L1 and L2 resources.
- » **Achieve predictable savings, year over year** the client can apply to new initiatives — or to drive-down budgets – because we build continuous improvement into our Service Operations Center contracts.

Did you know?

Keane built continuous improvement into our contract, putting the client on track to save **\$12 million** in IT support costs over the life of the 5-year contract.

About Keane

Keane, an NTT DATA Company, is an IT services firm headquartered in the US with more than 12,500 professionals worldwide. For 45 years, Keane has been an Application Services specialist with distinguished project management credentials. Today, we offer a flagship suite of Application Services, as well as Infrastructure and Business Process Outsourcing solutions delivered through onsite, nearshore, and offshore resources.

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2011_01-CSS-FS_TIS-v1