

Banking on Change: Seamless IT Transformation for Financial Sector

Industry: Financial Services

Size: 500+ employees



Business Problem

Client dissatisfaction prompted the switch from the incumbent MSP due to poor quality, slow response times, and transparency issues. Intertec faced a hostile transition, with uncooperative vendors and a strict 30-day deadline to revamp various IT services, including IT Service Desk, Network Support, and Azure Cloud Support.

How Intertec Helped

To address challenges and mitigate the risk of hostility, Intertec adopted a proactive and collaborative approach. This involved gaining a clear understanding of transition obligations by sharing them with the client at contract sign-off, establishing a tri-party governance structure with both the client and the incumbent's Single Point of Contact (SPOC) to align expectations, and obtaining access to documentation and the customer's IT landscape. Intertec's team of experts engaged in self-learning and documented their findings to bridge knowledge gaps, creating Standard Operating Procedure (SOP) documents that were reviewed and approved by the client. Frequent customer reviews were conducted at various transition stages to address concerns promptly.

Additionally, as part of Go-Live readiness, Intertec and the customer set up War Rooms to identify critical scenarios, simulate ticket resolutions, and ensure strict adherence to processes for steady-state operations, thus maintaining service quality and SLA adherence. This comprehensive approach, including collaboration, documentation, and thorough testing, helped Intertec successfully navigate the challenging transition and provide uninterrupted IT services to the customer within the tight deadline.

Business Outcomes Delivered

Intertec delivered significant business outcomes for the client by providing next-generation solutions and high-quality services. Overall, Intertec helped the customer optimize their IT infrastructure and achieve a competitive advantage in their respective markets:

- **Increased Efficiency:** Intertec's customized solutions help streamline IT operations, reduce downtime, and increase productivity.
- **Improved Security:** Intertec's cybersecurity solutions protect client's IT infrastructure and data from cyber threats, ensuring their business operations are secure.
- **Enhanced Agility:** Intertec's cloud solutions enabled the client to rapidly scale their IT infrastructure up or down as needed, providing greater agility and flexibility.
- **Reduced Costs:** 25-30% savings after Cloud Re-architecture.
- **Improved Customer Satisfaction:** Intertec's high-quality services and personalized approach lead to increased customer satisfaction and loyalty by 40%.

Overall, Intertec helped the client achieve their business objectives by delivering customized solutions, ensuring a smooth transition, and providing ongoing support to meet their evolving needs.