One of the Largest Banks in UAE Partners with Intertec for End-to-End IT Managed Services

Industry: Financial Services
Size & Revenue: 500+ employees | $162 m (approx.)

Business Problem

Limited-service availability prompted the client to innovate for 24/7 support. Patch compliance issues posed cybersecurity risks, driving a comprehensive strategy with audits and training. High operational costs led to workflow streamlining and tech solutions for cost reduction. Low CSAT scores spurred customer experience enhancements while asset management challenges prompted a comprehensive system overhaul for optimization.

How Intertec Helped

Intertec adopted a Hybrid Delivery approach with support from the bank's HQ premises in Sharjah, Intertec Shared Services Centre in Dubai, and Intertec Offshore location in Mumbai. This method ensured optimized resource availability resulting in smooth business operations.

As a part of BAU operations, the Intertec Managed Services team provided support for an onsite IT Service Desk attending to the bank's user issues, an End User support team for handling Desktop support issues, 24x7 monitoring of the IT estate using an advanced monitoring tool solution (SolarWinds), Mainframe support, IT Infrastructure and Network support forming the backbone of the client's IT landscape.

Comprehensive documentation was undertaken, resulting in the creation of new Standard Operating Procedures (SOPs) for all domains, encompassing knowledge management, source code, and documentation management within the established scope, all while committing to providing industry-best SLAs.

Business Outcomes Delivered

The strategic initiatives undertaken significantly enhanced the client's operations, resulting in notable improvements across various facets:

- Improved Turnaround Time (TAT) for incidents and requests, ensuring prompt and efficient resolution.

- Achieved a Customer Satisfaction (CSAT) rate of 90% and above among end users.

- Enhanced Patch Compliance from 70% to 98%, strengthening cybersecurity.

- Optimized operational efficiency through System Improvement Plans (SIPs), resulting in cost savings.

- Successfully completed four Technology Refresh Projects within eight months.