

## Integrated Service Management Solution for a Commercial Bank



### Background

The client is a leading Commercial Bank in the US that required an integrated service management solution to increase efficiency of their IT resources.



### Challenges

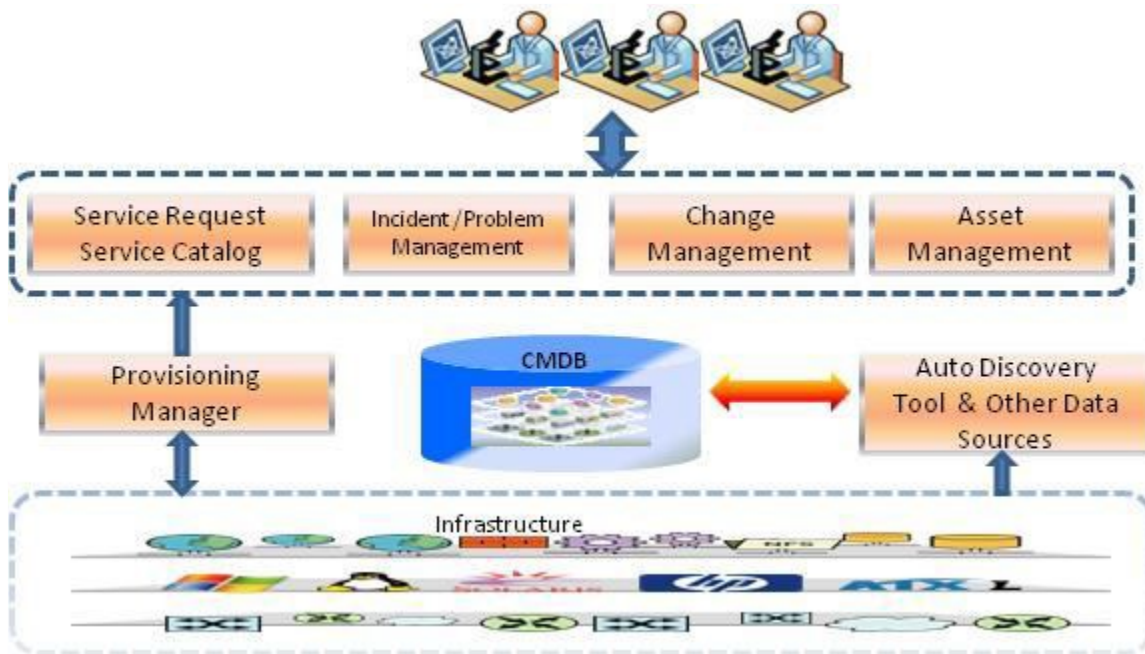
The challenges encountered in executing this project are as following:

- ▶ Enable IT to deliver more value to the business
- ▶ Reduce service delivery costs within organizational norms
- ▶ Improve transparency of IT processes
- ▶ Measure IT effectiveness
- ▶ Reduce complexity with an unified approach



### Business Execution Approach

- ▶ Process Engineering: Developed and implemented Configuration, Change, Incident, Problem and Asset Management process based on ITIL V3 best practices framework
- ▶ Solution Architecture: Design, development and implementation of IBM CCMDB, TSRM and TAMIT. Integration between IBM Platform and IBM OMP applications for automation



## Successful Business Results

Trianz enabled the client to achieve the following business results:

- ▶ Increased visibility, reduced incidents, reduced costs
- ▶ Better IT service delivery due to automation of key service management functions
- ▶ Minimized total cost of ownership
- ▶ Reduced service delivery costs through streamlined IT processes and efficient change management

### About Trianz

Trianz is a dynamic and fast growing firm that helps leaders in client organizations formulate and execute operational strategies to achieve business results from a senior management perspective. With a focus on Business Digitization, Analytics, Cloud Enterprise, Mobility and Cloud Infrastructure, we bring the best of consulting and technology experiences, execution models, and IP to deliver consistent success to clients. With offices in Silicon Valley, Washington DC Metro, New York, Bangalore, Chennai, Hyderabad, and the UAE, Trianz serves a wide range of clients from Fortune 1000 to emerging companies in high tech, insurance, financial services, retail, life sciences, public sector and logistics industries.