

Business-as-Usual Desktop Support

A comprehensive and evolving BAU support service for end-users across one of the world's largest banking groups.



The challenge

Excel provides Business-As-Usual (BAU) support to one of the largest global banking groups, providing the first line of support for end-users across the banking operation.

The challenge for the Excel team has been to continually adapt to the evolving needs of the bank. While the BAU service started as a simple network and voice provision, the bank has required an increasing portfolio of new services across a range of new facilities – all to be delivered with the same excellent level of service and reliability.

The solution & implementation

Excel has developed a comprehensive BAU package which supports most aspects of the bank's current IT requirements, ranging from the provision of new headsets, through to the support and maintenance of major market data technologies.

The BAU team has been able to accommodate the issue of an ever increasing workload, while at the same time responding to the need to reduce response times, through a combination of:

Man management: the way in which work is assigned has changed in order to distribute the workload evenly and more effectively, minimizing break-fix response time.

Training: all engineers are highly trained in all aspects of the job, meaning the client can be confident that any given engineer can effectively carry out all tasks assigned to them. This includes an in-depth knowledge of all business

departments in order that they can co-ordinate tasks through different parts of the business in order to resolve them as soon as possible.

Customer relationships: because Excel's service has grown with the business we have been able to forge close relationships throughout the bank, allowing us to get the best out of BAU as all departments know who is involved and who they can contact to facilitate their requests.

Results

Throughout the growth and development of the BAU service, Excel has consistently been able to reduce call and request response times.

The Excel BAU team continues to take on new challenges from the customer where support or new technologies are required. The team is now tying in closely with the bank's Asset Logistics team to coordinate audits and reports for the bank for tighter processing, as well as assisting the DTS teams in providing their service to better effect.



At a glance

- » Comprehensive BAU support, including install, move & break/fix of: network infrastructure; VOIP; Meridian telephony; market data services; dealerboard, Speakerbus & headsets; faxes & printers; ADSL and BRI provisioning.
- » Avg calls in queue reduced by 75% in just 12 months (122 to 20)

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