



Key highlights

Typical BAU tasks include install, move and break/fix of the following:

- Network infrastructure
- Voice Over IP equipment
- Meridian digital & analogue telephony systems
- Audio and video conferencing equipment
- Market Data Services
- Dealerboard, speakerbus and headset systems
- Faxes and Printers
- ADSL and BRI Provisioning

Average number of calls in the queue:

Apr 2007 – 122

Nov 2008 – 20

Reduction 75%

Average call volume per month:

Apr 2007 – 721

Nov 2008 – 998

Increase – 38.5%

The client

Our client is one on the largest global banking groups with over 40 million customers worldwide and activities ranging from personal finance to investment banking.

The challenge

BAU is the first line of support for the bank's end-users. The team's support portfolio is vital for most aspects of the bank's current IT requirements and ranges from the provision of new headsets, through to the support and maintenance of major market data technologies.

The challenge for the BAU team has been to continually adapt to the evolving needs of the bank. BAU started life as a simple network and voice provisions team. Steadily, the bank has requested that the team provide new services, support new facilities and always endeavor to maintain its excellent level of service and reliability. The constant challenge to BAU is to reduce call and request response times whilst the call volumes increase.

The solution

The way Excel I.T manages to accommodate the issue of an ever increasing workload with a need to reduce response time is through the following:

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 – This is pivotal in the way BAU runs. All the engineers are highly trained in all aspects of the job. The bank can then rest assured that any engineer can effectively carry out all tasks assigned. The engineers must have an in-depth knowledge of all business departments as this is key in coordinating tasks through different businesses to resolve them as soon as possible.

Customer Relationships – Excel I.T. has grown with the business and forged close relationships throughout the bank. This is an important factor in getting the best out of BAU as all departments know who is involved and who they can contact to facilitate their requests.

The 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 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.