



## Supporting Client Success

# Unique service desk solution creates new efficiencies for internal IT help desk

*IT helpdesk solution for a large federal bank with a focus on deposits and jumbo mortgage lending*

## The Challenge

Solugenix implemented an IT helpdesk solution for a privately-owned banking and lending institution with 85 retail branches in southern California and approximately \$14 billion in deposits.

This customer established a partnership with Solugenix to:

- Consolidate multiple help desks into one support center
- Convert to a single vendor-managed services model
- Meet or exceed existing SLA expectations
- Reduce costs
- Increase quality of service
- Improve service management processes
- Provide monthly reporting on service levels

## The Solution

Solugenix set up a tiered service desk support model. The IT helpdesk was staffed with technicians and software specialists, many with previous experience supporting customers in the mortgage sector. This world-class service desk was backed by Solugenix's Center of Excellence (COE) team who worked as a support system, supporting a client base of 8,000 users on Windows platforms, and assuring the service desk was running at optimal quality levels for the customer.

## Benefits

The IT help desk integrated with other tiers of internal multi-faceted IT support department. The IT helpdesk was accountable for ensuring all support tickets were followed up on and resolved with urgency and efficiency:

- Resolved 90% of incoming issues
- Improved average wait time from 11 minutes to less than 3 minutes
- Decreased average email response time from 45 minutes to 15 minutes
- Improved first call resolution rates by 10% within the first year and has maintained a 95% or higher SLA
- Increased agent quality scores 5% by utilizing monitoring and feedback programs
- The Center of Excellence team developed a suite of reports to track performance and give greater visibility into overall customer satisfaction

## Customer Profile

### Company

A national bank with 70 retail branches in southern California. It offered full suite of banking services for individuals and businesses.

### Team

Established formal management leadership structure which included a supervisor, team leads, supported by a Center of Excellence (COE) team, whose role was to implement industry best practices, maintain constant improvements, quality control, and compliance.

### Service Highlights

The solution resulted in new efficiencies with significant cost reductions and heightened user satisfaction.



To make your service desk proactive and strategic, give us a call at **1-866-749-7658**, or email us at **info@solugenix.com** for more information.