



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 One West Bank (OWB), 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 helpdesks 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. Supporting a client base of 8000 users on Windows platforms, this world-class service desk was backed by Solugenix's Center of Excellence (COE) team who worked as a support system, assuring the service desk was running at optimal quality levels for the customer.

Benefits

The IT helpdesk 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 minute to less than 3 minutes
- Decreased average email response time from 45 minutes to 15 minutes
- Improved first call resolution rates by 10% within first year, and has maintained a 95% or higher SLA
- Increased agent quality scores 5% by utilizing monitoring and feedback programs
- Center of Excellence team developed a suite of reports to track guide the business and ensure customer expectations were exceeded

Customer Profile

Company

One West Bank, headquartered in Pasadena, California offers a full suite of banking services for individuals and businesses. In August of 2015, OneWest was acquired by CIT Group

Team

Established formal management leadership structure which included a supervisor, team leads, supported by a unique 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.



Want your service desk to be proactive and strategic? Visit our website at www.solugenix.com/support-center-services/ to learn how