



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 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 8000 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

One West Bank, now CiT, was a national bank with 70 retail branches in southern California. It offered full suite of banking services for individuals and businesses.

Team

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 controls

Service Highlights

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



Make your IT service desk proactive and strategic, visit slgx.co/ITHelpdesk to learn more.