



Supporting Client Success Using ITIL Service Management Principles to Eliminate Outages

Reinventing support services for a global Investment Management organization using time-tested Service Management principles and professionals

The Challenge

A US-based global financial services organization with almost \$2 trillion assets under management was working proactively on problem management and root cause analysis in order to eliminate any IT infrastructure outages before they occurred. Outages would have significant financial impact as well as loss of productivity and customer satisfaction ratings.

The organization needed solid, in-house expertise in incident management for break-fix solutions.

The Solution

Solugenix was able to use its deep understanding of the client's business to implement a wide range of service management solutions spanning Incident, Problem, Change, Release and Knowledge Management. Solugenix's solutions relied on extensively knowledgeable teams of System Analysts, Functional and Technical Support Analysts, and DevOps professionals.

The client benefitted from the newly created efficiencies, and system outages have virtually been eliminated. Today, Solugenix service management experts continue to work alongside the client's team to ensure mission critical availability applications remain in operation with little to no downtime.

Benefits

Solugenix Service Management solutions created a number of advantages for the client, including:

- 100% SLA compliance over the past 5 years
- Zero defects achieved
- Continuous service improvement initiatives led to highly scalable services with measurable quality improvements
- Savings of millions of dollars, year-on-year, from service outage eliminations
- Stable, predictable operational costs with year-to-year savings in \$/incident
- High customer satisfaction ratings

Customer Profile

A leading global investment management firm with 23 locations around the world, and over 7,000 associates.

Solution

Solugenix provided service management experts to address IT incidents impacting critical business applications across the company. The approaches used by the ITSM experts resulted in significant new efficiencies and operational savings.

Team

- 2 Account Managers with expert knowledge in Service Management
- Dedicated Team Leaders
- 50 Functional and Technical Analysts and DevOps experts

Highlights

Solugenix helped the financial services client save millions of dollars by eliminating service outages and increase customer satisfaction while improving quality of service.



For more information on how Solugenix consulting professionals can help your organization develop the right service management solutions, please visit us at solugenix.com/alm