



INDUSTRY

Banking & Financial Services

Implementing a centralized service desk and ITRM tools

BUSINESS BENEFITS

- Successful integration of localized tools and local domains across 4500 locations with a single centralized service desk
- Creation of a repository that holds complete IT Inventory
- 80% reduction in support calls due to centralization service desk and remote support
- SLA-based support for core banking

L&T Infotech worked with a large Indian bank to provide efficient, remote support for widespread operations, reducing support calls by 80%.

THE CLIENT

Our client is one of India's largest banks, with operations spanning more than 4,500 locations.

THE CHALLENGE

The client needed a centralized service desk that would provide efficient, remote support for its widespread operations.

THE SOLUTION

Our solution included:

- Implementation of a centralized service desk, accessed by over 4500 branches, including associate banks
- IT resource management for all desktops. This included:
 - Centralized remote software deployment on desktops
 - Centralized asset inventory collection of desktops
 - Remote control connection of desktops.
- Integration of service desk with ITRM Tools and Active Directory
- Implementation of high availability for service desk server fail over
- Platforms include CA Service Desk, CA Asset Management, CA Unicentre Remote Control, Oracle 9i, MS SQL, Crystal Reports

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