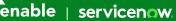


## Financial Services Case Study

## **Banking Computer Services**







## How Enable transformed workflow & technology for BCS IT services

## The business problem The solution The outcomes Customer forms submitted via Two-phase project Fully integrated enterprise service email/no centralised platform portal with reporting & dashboards ITSM and launch pad Unscalable/outdated technology implementation Incident, problem, change and knowledge management Disconnected team Service Request & Service configurations communication across lifespan of Catalogue Interactive SN module - allows tickets Centralised platform to manage all creation of incident ticket from Legacy system that needed service requests. interaction ticket replacing Consolidated CMDB, user data & Decrease in incident number via bank data user access to knowledge-based system Integration Connected servicenow. Modules ✓ ITSM SPM IRM SecOps **FSM** ІТОМ HRSD

Hub

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