



“We realized that optimized processes would facilitate effective employees and happy customers to have a better experience, meet SLAs and cut costs. We engaged Fujitsu, who leveraged their tools and experience which resulted in our work becoming easier.”

CIO, Global Financial Institution

Simplifying a global organization using Process Optimization

Challenge

A large global financial institution was faced with a myriad of problems in integrating and maintaining disparate IT infrastructure platforms – exacerbated by runaway IT service management costs and SLA breaches. The problem was further compounded by multiple mergers and acquisitions.

Solution

Fujitsu was engaged to investigate the business processes across multiple IT platforms and uncover inefficient areas and unnecessary duplication. Our approach included the use of process mining technologies and simulation tools to define more efficient and effective ways to run the IT Service Management Department.

Outcomes Realized

- Reduced the head count by 12.5% across the organization
- Reduced effort by 20% to identify inefficiencies in existing processes and arrive at optimal target processes
- Increased Event Automation by reducing ‘Event Monitoring’ effort by 75%
- Improved overall Quality of Service delivery and performance - as measured by ‘Voice of Customer’ survey
- Re-engineered core service delivery processes and redefined roles and responsibilities.