



# 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 helpdesks 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. Supporting a client base of 8000 users on Windows platforms, this world-class service desk was backed by Solugenix’s Center of Excellence (COE) team who worked as a support system, assuring the service desk was running at optimal quality levels for the customer.

### Benefits

The IT helpdesk 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 minute to less than 3 minutes
- Decreased average email response time from 45 minutes to 15 minutes
- Improved first call resolution rates by 10% within first year, and has maintained a 95% or higher SLA
- Increased agent quality scores 5% by utilizing monitoring and feedback programs
- Center of Excellence team developed a suite of reports to track guide the business and ensure customer expectations were exceeded

### Customer Profile

#### Company

One West Bank, headquartered in Pasadena, California offers a full suite of banking services for individuals and businesses. In August of 2015, OneWest was acquired by CIT Group

#### Team

Established formal management leadership structure which included a supervisor, team leads, supported by a unique Center of Excellence (COE) team, whose role was to implement industry best practices, maintain constant improvements, quality control and compliance.

#### Service Highlights

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



Want your service desk to be proactive and strategic? Visit our website at [www.solugenix.com/support-center-services/](http://www.solugenix.com/support-center-services/) to learn how