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Reducing OpEx and improving Standardization Leumi Bank Case Study

Leumi bank and its subsidiary companies are the 2nd largest banking group in Israel. The Leumi Group is involved in a variety of banking, financial and non-banking activities, in Israel and overseas. The Group's activities are carried out through the Bank, subsidiary companies and companies included on the equity basis, through 236 branches located throughout Israel, and through 82 branches, agencies and representative offices in 21 countries throughout the world.

The Leumi bank IT division includes 1000 IT professionals, 250 infrastructure people including 100 technical support specialists and 750 in R&D.

Using iSolve has significantly shortened the problem solving duration and mission critical down time.

iSolve's quick and user friendly interface enables the IT team to look for information to solve problems and maintain mission critical systems by themselves. Therefore, using iSolve has decreased calls to the infrastructure team gurus and team leaders by over 80%.

Furthermore, shortly after iSolve was implemented the number of duplicate procedures and queries developed was down 40%, as developers quickly identified internal documents with the desired code. The amount of faulty code due to inconsistency between vendor definitions and the bank's own systems (such as parameter definitions, special access permissions etc) was reduced by over 50% due to the ability of developers to quickly identify customized requirements in internal documents, in conjunction with vendors' official documentation.

Customer Quote

Mr. Shlomo Amar,
Connectivity Department Manager, Infrastructure division, Leumi Bank

"iSolve makes all the relevant IT technical information available across our IT organization. By that iSolve allows us immediate and easy error message solving, shortens the duration of our mission critical application crashes, and cuts down the duration of our system maintenance. iSolve also allows better dissemination of our internal product development and tech support documentation. iSolve is a purchase that pays for itself in a very short time."

Potential benefits for IT Departments

- Cut downtime and keep the enterprise's critical systems in production by using the most relevant technical information to rectify an error or crash
- Save precious time in any daily IT related task by allowing an easy and quick finding of relevant technical and operational IT information
- Cut development cycles by allowing closer and faster reliance on documentation and existing inhouse methods
- Make all relevant IT technical information available across the IT organization
- Allow better dissemination of internal tech support documentation, and of product development and configuration notes.

Approximate Payback Analysis

- The duration of system maintenance, avoidance of mission critical application crashes, and new systems and applications installation can be shortened by well over 25%
- Error messages which today take hours or more to resolve can be identified within minutes, and vendor's instruction for appropriate configuration can be accessed within seconds
- Faster time-back-to-production may result in tremendous increased revenues and/or decreased penalties according to service-level agreements
- The same number of developers can work on 25-50% more projects through constant availability of technical information, documentation, and existing code
- Faulty code can easily be identified and errors quickly fixed through iSolve's Fast Lookup feature

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