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80% reduced help desk calls & 30% reduction in problem resolution times

Mizrahi Bank Case Study

Mizrahi is Israel's fourth largest bank and offers a complete range of international, commercial, domestic and personal banking services. Mizrahi operates through 126 branches in Israel, and affiliates in Israel and abroad, with branches or representation internationally in seven countries in Europe and the Americas.

ITIM, The IT division of Mizrahi bank includes 300 IT professionals, 140 infrastructure people including 40 technical support specialists and 160 in R&D. ITIM outsource part of its infrastructure tasks.

iSolve was introduced to Mizrahi bank in May 2004. Since iSolve allows the bank's IT professionals immediate and easy access to any technical information they need in order to execute any IT task, including problem solving, a policy was implemented that before an IT professional calls the help desk, they must use iSolve to try and resolve the issue.

The result was **a decrease of 80% in the number of calls to technical support.** In addition, **the time take to resolve problems went down by an average of 30%.**

As a result, technical support people could spend more time helping to implement problem resolution, rather than spending time identifying the resolutions.

Customer Quote

Mr. Tuvia Friedlander,
IT Infrastructure Division Manager, ITIM – Mizrahi Bank

"As a manager, I am committed to provide the best tools of trade to my team. iSolve enables our IT team to solve most of the errors and mission critical events that arise before engaging high-cost help desk personnel. Using iSolve reduced the IT team calls for technical support by 80%. Bottom line, iSolve saves us lots of time and money".

Potential benefits for IT Departments

- Lets already-overworked technical support staff focus on main issues, while IT professionals quickly find the recommended solution and implement it themselves for the majority of problems
- Makes IT professionals as well as technical support staff work in a calmer, less cluttered environment, identify solutions and recommended actions faster, and bring systems back to production within a shorter timeframe
- Where outsourced help desks are involved and payment is based on the volume of calls, make significant savings by quickly identifying recommended resolutions, and by relying not only on outside vendor information and know-how, but also on internally developed best-practices
- While vendor portals and help desks provide adequate support for their own products, most operational problems stem from cross-platform or software issues creating an “it’s not our fault and we can’t offer a solution” environment. This syndrome is avoided with the use of iSolve.

Approximate Payback Analysis:

- Outsourced help desk contracts (typically £5-£10 million/year) can be cut by as much as half
- The current number of internal technical support people can support growth in IT personnel, infrastructure, and tasks
- Savings can be made on training and employing additional people.
- If 100 technical support people provide support to 1,000 IT professionals, they can then support up to 2,500 professionals by spending much less time on solution identification, and more on solution implementation
- Faster time-back-to-production may result in tremendous increased revenues and/or decreased penalties according to service-level agreements.

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