Saudi Hollandi Bank's new powerful process automation

IFS assyst

The Challenge

SHB was a full service bank, with multiple banking services from retail through to investment banking. The IT environment was therefore very complex, making IT Service Management (Service Desk and Application Support) a challenge.

SHB had been using a relatively primitive help desk that had been developed in-house and was integrated with Lotus Notes, which acted as the main repository to record and track 'log calls'.

Incidents were received by phone, recorded manually, and responded to by phone or email. Basic elements of Change Management were also carried out through Lotus Notes.

Accurate and timely reporting posed a major problem as it was carried out manually, resulting in a high degree of errors.

As the bank expanded, it became apparent that the existing IT infrastructure was not adequate to meet their growing requirements.

The Strategy

The decision to adopt ITIL and put an effective ITSM practice in place came from SHB's senior management team. The project therefore benefited from management buy-in from day one. The CIO, a great believer in a formalized ITSM structure, recruited a new IT Service Head.

The IT team then began to focus on the implications for both people and processes. SHB was keen not to approach the initiative from purely a technology perspective and was eager to truly follow ITIL best practice. They chose us due to the vendor's consulting expertise and assyst, a single, unified, best of breed solution. Additionally, due to the out-of-the-box nature of assyst, SHB was able to focus on the ITIL processes.

Phase one was to focus on Incident and Change Management and improved reporting. SHB began by appointing someone

About Saudi Hollandi Bank

Saudi Hollandi Bank (SHB), the first operating bank in the Kingdom of Saudi Arabia, was founded in 1926 and today employs more than 1,700 dedicated staff across 43 branches and operates nearly 200 ATMs throughout the Kingdom.

The bank has introduced numerous technological innovations. Supporting over 3000 IT users, ITSM is the largest division within the IT department, employing 70 of the 120 IT staff, the majority of whom are located in the Riyadh Head Office, with small support teams throughout the country.

In November 2016 the bank changed its name to Alawwal Bank, and in March 2021, Alawwal was fully merged with SABB (Saudi British Bank).

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Saudi Hollandi Bank

who would be dedicated to driving the project, which played a major role in its success.

The bank put an aggressive timescale in place for this phase, moving from project scope and a rudimentary help desk system to a fully functional ITSM practice within nine months.

The project leaders then mapped out where the integrations were needed. Given the complexity of the bank's IT environment, the ability to integrate the new ITSM solution with numerous other systems was vital to the success of the project. The team's goal was to have all systems integrated and to make assyst the single point of unified management.

> We by no means see this as the 'be all and end all' – we truly want to follow ITIL best practice, it is more than merely a 'badge' for us.

Majed Al-Ghanemi
IT Manager, Saudi Hollandi Bank

The Benefits

Saudi Hollandi Bank noticed a wide range of benefits:

- Improved response and resolution times.

- Resources freed up to focus on proactive initiatives.

- Increased visibility of incidents, which has kick started a Continuous Service Improvement Program (CSIP).

- Improved reporting capabilities, including achieving an accurate record of downtime.

- Systems availability increased

- Centralized support for Incident Management

- Able to track certain areas within a problem

All of the employees within the ITSM division, both office and remote based, used the assyst solution and were being encouraged to utilize assystNET, which would further relieve the pressure on the service desk.

The foundations were now in place for SHB to expand into other ITIL disciplines, such as Configuration Management, Service Catalog, Service Level Management and Release Management. assyst was also being considered for use beyond the IT Department. The Finance Department were planning on using assyst to establish a central database for contract management, enabling them to have a centralized system with clear processes within the tool.

Summary

- Overstretched 1st line support via phone/email.

- Lack of IT efficiency.

- Self-Service for IT, Training, Facilities, Accounts Receivable and Marketing.

- assystReset to allow users to reset their own passwords.

- Quality and process improvement to monitor events logged incorrectly.

- $43,000 per year saving.

- 10% increase in customer satisfaction.

- 30% reduction in calls to the Service Desk.

Find out more

Further information, e-mail assystme@ifs.com, contact your local IFS office or visit our web site, assyst.ifs.com

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