

Case Study



Shared Services in IT

Abstract

Leveraging the Shared Services model and fostering an environment for re-use of tools, processes and components across multiple lines of businesses, Infosys helped a leading bank to improve productivity, system availability for over a 100 applications and cut costs by 30% overall.

The Client

The client is a leading bank with operations in more than 70 countries.

Background

The client's technology operations were supported out of three locations - NY, UK and India and involved over a 100 different applications spread over multiple lines of businesses. In order to reduce costs without any compromise to the existing production service levels, the client decided to outsource these applications to a trusted service partner. Infosys was chosen to take over the support and maintenance of these applications and did so by using a phased approach over a period of 2 years.

Starting with a transition phase (scope initially limited to 35 applications), Infosys gained knowledge of the applications from the client and vendors and documented the information. The focus during the transition phase was on response time and to cater to desired service levels. This phase was logically concluded by taking over primary support of the applications and reaching steady state.

After a steady state was achieved, Infosys undertook a root cause analysis exercise to identify and examine issues affecting the applications. This exercise identified the core causes of issues and enabled permanent fixes, which helped stabilize the systems - resulting in an overall 20% reduction in ticket count. As part of the exercise, the team set up and maintained a database to capture these issues along with their resolutions thus creating a knowledge base and enabling speedy issue resolution.

Shared Services in IT

As the project progressed, Infosys took over more applications and the focus shifted from a reactive problem resolution mode to a pro-active solutions implementation mode. The main goal of the project in this 'improvement' phase was to make the best use of process, tools, people resources, leveraging economies of scale through an effective partnership, business measurement systems and governance model.

During this phase, the scope of engagement increased to cover the entire portfolio of 100+ applications. Utilizing Twiki as a collaborative knowledge management tool Infosys created a single unified knowledge repository which allowed the resource team to rapidly assimilate knowledge. This provided the team with the flexibility of easy ramp-up and ramp-down of the team improving efficiency, speed and consistency. The Global Delivery Model was implemented and helped the client team move to an offshore centric engagement thereby improving service levels and reducing costs. Resources were strategically cross-utilized between support and development roles, and the shared services model helped achieve productivity improvements by fostering an environment that encouraged re-use of tools, processes and components across portfolios.

Engagement Overview

Number of Applications supported: 100+

Number of Geographical locations Infosys support operates out of: 3 client locations, 1 offshore location

Lines of business: Retail, Correspondent Banking, Trade Banking, Wealth Management, Global Financial Markets, Personal & Small Business Lending, Credit Risk, Finance & Operations

Technologies involved: Mainframe, UNIX, Java, Oracle, SQL Server, C, C++, VB, PB, C#, VB.Net, Cognos, Crystal Reports and Banking specific packages.

Benefits

Infosys helped the client achieve the following benefits:

- Process improvement achieved through value added services as part of production support –
 - Database fine tuning and resizing based on business volume patterns. This helped to enhance the business growth by providing the necessary flexibility to expand and generate additional revenue for the client.
 - End of Day (EOD) process fine-tuning which included Automatic EOD Monitor for vendor based products, utilities developed to act a pre-cursor to EOD to prevent EOD aborts and the setting up of automatic alerts to monitor database locks resulting in improved system availability.
- 30% overall cost reduction.
- Off-shore centric approach resulted in a savings of almost \$1,000,000 per annum
- Achieved system availability of 99.9%



About Infosys

Many of the world's most successful organizations rely on Infosys to deliver measurable business value. Infosys provides business consulting, technology, engineering and outsourcing services to help clients in over 30 countries build tomorrow's enterprise.

For more information about Infosys (NASDAQ:INFY), visit www.infosys.com.

For more information, contact askus@infosys.com