

Client Story

Fortune 100 global financial services firm

With more than \$35B in annual revenues, our client is a market leader in securities, asset management and credit services.

Fortune 100 Global Financial Services Firm Improves Technology Infrastructure Performance While Cutting Support Costs by 50%

NTT DATA's Global Delivery model leverages multiple operations centers and technology expertise to provide 24/7 monitoring and support, improve processes, reduce costs and meet aggressive service level agreements (SLAs).

Challenge

This Fortune 100 global financial services firm relies heavily on the high performance of its technology infrastructure. To achieve greater value, scalability and performance of its technology infrastructure, the firm needed to replace its costly and inefficient multi-vendor, onsite support model with a more efficient global delivery model. NTT DATA proved the perfect partner for meeting the client's infrastructure support needs thanks to its global data centers, telecom footprint, technology expertise and focus on continuous improvement.

Solution

Leveraging its Global Delivery Model, NTT DATA assumed responsibility for the client's Level 1 (L1) and Level 2 (L2) service desk operations and remote infrastructure management. Using a managed services approach, the NTT DATA team put in place aggressive SLAs, ensuring the highest quality services for the client. The total solution includes:

- Uninterrupted support from a follow-the-sun delivery model that seamlessly taps expertise from NTT DATA's Global Service Operation Center spanning Canada, India and the US
- 24/7 monitoring and response using proactive Ready-for-Business health checks
- Automated alerts to reduce L1 investigation time
- Consolidation of the client's disparate infrastructure management tools and applications to improve efficiency
- End-to-end incident ownership between L1 and L2 teams
- Maintenance of client's high-level security protocols

Results

Since assuming management of the client’s infrastructure support in 2009, NTT DATA’s consolidated service desk operation and Global Delivery Model has ensured better and more efficient services, accountability of issues and SLAs that are regularly met or exceeded.

Specific NTT DATA support program results include:

-  Delivered savings of more than \$12 million in IT support costs over five years
-  Saved 40,000 hours of work and \$1.75 million in first year alone
-  Reduced operational support costs by nearly 50% over five years
-  Reduced incident management by 60% over five years
-  Increased customer productivity by 85% over five years
-  Reduced long-term IT support costs by approximately 20%
-  Eliminated more than 25,000 hours of manual work since inception

In 2014, based on the success of the initial five-year support engagement, the client and NTT DATA consolidated L1 and L2 support under a single contract that was renewed for another six years. NTT DATA committed to an additional \$25 million in savings over the six-year life of the contract, including \$2.75 million in the first year alone. NTT DATA’s work process improvement efforts continue to drive efficiency improvements year over year, enabling more work to be done at lower cost.

Complete Solutions for Your Financial Services Business

NTT DATA’s Financial Services practice combines our business and technology consultants with our experienced technology and BPO specialists. This 5,000-strong team is dedicated to providing financial services clients with comprehensive solutions that enable them to grow and innovate.

We use our industry-specific knowledge, specialized consulting, technology expertise and global reach to help clients successfully tackle their most complex challenges.

Retail Banking	Wholesale Banking	Wealth Mgmt.	Capital Markets
Digital			
Risk, Security and Compliance			
Enterprise Change			
Finance and Treasury Transformation			
Operational Effectiveness			

Let’s Get Started

To learn more about how we can help you succeed, please contact:

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About NTT DATA

NTT DATA is a leading business and IT services provider and global innovation partner with 80,000 professionals based in over 40 countries. NTT DATA emphasizes long-term commitment and combines global reach and local intimacy to provide premier professional services, including consulting, digital, managed services, and industry solutions. We’re part of NTT Group, one of the world’s largest technology services companies, generating approximately \$100 billion in annual revenues and partner to 85% of the Fortune 100. Visit www.nttdata.com/americas to learn more.