



Optimiza Provides Outsourcing Helpdesk services to a Leading Bank in Jordan

A leading bank in Jordan with 99 branches, 153 ATMs and over 1862 employees has leveraged Information technology to effectively serve its customers spread across the country and outside Jordan.

For over two decades, the bank has significantly invested in its information technology infrastructure, yet the previous Help Desk officers lacked experience in ITSM Model and ITIL best practices and were very few compared to the number of employees. This challenge demanded the bank to outsource the Help Desk first line of support staff in order to realize the concept of First Line of Support, and to reduce relying on the second and third levels of support to problems.

To solve this issue, the bank approached Optimiza to provide it with Helpdesk outsourcing services by having six skilled Help desk officers located at the premises on a schedule that covers working and out of working hours. Help desk typically manages the bank's employees' service requests via a help desk software that allowed them to track users requests with a unique ticket number using the bank's adopted monitoring, management and assisting tools and equipments to isolate, track and analyze incidents and identify root cause of problems, it encompasses computer hardware, software, and application support, and it may also include other functions such as information security, daily checklist, etc

Having a close and direct regular communication with the bank's concerned team, and a professional outsourcing program manager enabled Optimiza to be differentiated from being a body outsourcing provider toward a value added outsourcing partner. Moreover, an audit took place to analyze the As-Is and suggest the To-be regarding the Outsourcing model for the bank's Helpdesk for now and for the future.

After 14 months of Helpdesk successful outsourcing, the bank now enjoys:

- Streamlined and effective Single point of Contact for all users
- Improved communication processes
- Shortened service response time level.
- Quicker turnaround time
- Well defined and detailed SLA