

Customer Background and
Landscape, ITSM Scope

Network International

A leading Middle East payment solutions provider

- Page 01** Cover
- Page 02** Introduction
- Page 03** Challenges & Objectives
- Page 04** Solution & Benefits

Network International

A leading Middle East payment solutions provider



- With over 70 percent market share, Network International clears more than one million transactions daily and has transformed the payment service industry in the Gulf, Middle East, and North Africa
- The company's innovative payment solutions and modern processing methods are shaping the payment services industry in the UAE
- To meet increasing demand from customers, Network International needed to automate many of its ITSM services.
- The Network International IT organization partnered with Tech Mahindra, a BMC partner that provides customer-centric information technology services, to devise and implement an innovative solution.

Network International

A leading Middle East payment solutions provider



CHALLENGES IN ENVIRONMENT_____

- ✓ No single platform to manage operations w.r.t incidents, requests, high turnaround time due to lack of automation
- ✓ Reporting of operation efficiency and SLA measurement and reporting with various business units was an issue
- ✓ Monitoring issues
- ✓ Patching automation was missing
- ✓ Capacity planning based on business forecasting was not available

PROGRAM OBJECTIVES_____

- ✓ Accelerate issue and request processing
- ✓ Streamline service desk engagement
- ✓ Provide a distinct edge in a competitive market

**1MM+
transactions
supported daily**

**80% faster
average
response time**

**75% faster
ticket creation**

Network International



A leading Middle East payment solutions provider

SOLUTIONS

- BMC Remedy ITSM Modules and Smart Reporting
includes 35 custom reports in addition to 100 OOTB reports
- Process Consulting: OOTB Process definition and implementation
- BMC Digital Workplace(SmartIT and MY IT)
- BMC Truesight Monitoring
- BMC Discovery
- BMC Server Automation for Patch Automation
- Capacity management

BENEFITS

- A MyIT Service catalog tailored for each customer allows simple, three-click ticket submission for issues and requests.
- Nearly 80% of requests and issues come through MyIT, reducing the time customers and agents spend on the phone and dealing with email.
- Automation has slashed the time required to create tickets submitted via phone from 20 minutes to 5 minutes (a 75% decrease).
- Average response time dropped from 15 minutes to 3 minutes (an 80% decrease), and IT consistently meets its service level agreement of resolving Priority 1 tickets in 30 minutes
- Root cause analysis now takes 15 minutes instead of the previous average of two days, and the number of recurring issues is declining.

- 1 **200**
Banks, 70,000, 1,000 internal employees
- 2 **300+**
Service Catalog Items
- 3 **~700**
Change users
- 4 **~1500**
Knowledge. Articles
- 5 **20**
Service Knowledge. Articles Agents, ~200 Resolver Group Users
- 6 **~14**
Integrations