

Softlib Financials/Banking Success Story

*From Monitoring to Resolution:
Softlib iSolve shortens the lifecycle of Incident Resolution,
One of the largest Banks in Israel - Case Study*

Introduction to the Bank:

Established over a century ago, this bank is one of Israel's oldest and most established financial institution. Today, it is recognized as one of the largest financial institution in Israel. Drawing on more than a century of proactive leadership.

The Bank IT department employs thousands of highly qualified engineers.

iSolve implementation in the bank Operations Control room:

Overview

The bank is using BMC Patrol for monitoring of its infrastructure and applications. Operations Control room team is the first to engage incidents and problems reported by the Patrol system.

When complex issues arise the team escalates those issues to the appropriate professionals in the IT team for help.

How iSolve helped

iSolve was seamlessly integrated with the BMC Patrol through its built-in APIs so that alerts can automatically trigger suggestions of possible solutions to the Operations team. iSolve solutions are based on its unique capabilities to harvest information from many sources like Vendor Technical Documentation, Internal procedures, knowledge bases and Web sources. iSolve ability to help the Operations team with solutions to new alerts contributed to shorter resolution cycles, fewer escalations and provided the team with one source of access to all knowledge sources.

**"iSolve
allowed us
immediate
ROF"**

Bank IT
Executive

**Customer
profile:
One of the
largest
financial
institution in
Israel**

**Industry:
Financials**

**Solution:
Softlib iSolve**

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Quick Return On Investment:

iSolve provided immediate ROI by optimizing the following Problem Resolution aspects:

- Shorten Problem Resolution cycle
- Reduce number of escalations

In addition iSolve Virtual Knowledge Management capabilities allowed the bank to connect multiple knowledge sources under one point of access, which reduced information access time and provided one single source of knowledge with powerful search and information access capabilities. This allowed the sharing of IT information silos that were previously disconnected.

In their own words:

"iSolve allowed us immediate ROI and immediate improvement to our operations. iSolve was implemented in a matter of days and created immediate savings in resources. At current times this is just the technology we wanted to invest in. In addition iSolve helped us tie together multiple knowledge sources under one, virtual, umbrella which really helped us leverage our knowledge silos and pull them together"

Bank IT Executive

**"iSolve
created
immediate
savings"**

Bank IT
Executive

For more success stories visit www.softlibsw.com



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