

Reducing OpEx and improving Standardization, Leumi Bank Case Study:

Overview:

Leumi bank and its subsidiary companies are the 2nd largest banking group in Israel. The *Leumi* Group is involved in a variety of banking, financial and non-banking activities, in Israel and overseas. The Group's activities are carried out through the Bank, subsidiary companies and companies included on the equity basis, through 236 branches located throughout Israel, and through 82 branches, agencies and representative offices in 21 countries throughout the world.

The *Leumi* bank IT division includes 1000 IT professionals, 250 infrastructure people including 100 tech support specialists and 750 in R&D.

ROI:

Using iSolve has significantly shortened the problem solving duration and mission critical down time. iSolve's quick and user friendly interface enables the IT team to look for information to solve problems and maintain mission critical systems by themselves. Therefore, using iSolve decreased calls to the infrastructure team gurus and team leaders by over 80%.

Furthermore, shortly after iSolve was implemented the number of duplicate procedures and queries developed was down 40%, as developers quickly identified internal documents with the desired code.

The amount of faulty code due to inconsistency between vendor definitions and bank's own systems (such as parameter definitions, special access permissions etc) was reduced by over 50% due to ability of developers to quickly identify customized requirements in internal documents, in conjunction with vendors' official documentation.

Customer Quote:

Mr. *Shlomo Amar*,

Connectivity Department Manager, Infrastructure division, Leumi Bank

"iSolve makes all the relevant IT technical information available across our IT organization. By that iSolve allow us immediate and easy error messages solving, shorten the duration of our mission critical application crashes, and cut down the duration of our system maintenance. iSolve also allow better dissemination of our internal product development and tech support documentation. iSolve is a purchase that pays for itself in a very short time."

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