

END-USER COMPUTING (EUC) SUPPORT SERVICES

About the Client and their Business Need

Our client is one of the oldest private "A Class" scheduled banks in India. It has a network of over 426 branches and more than 257 ATMs across India. Bank was looking for an IT infrastructure partner to support 2000 end-users with 3600 assets spread across all the branches and ATMs, which are 80% in major metros.

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EUC SUPPORT SERVICES

(OLDEST PRIVATE BANK
IN INDIA)

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Business Challenges



Interrupted Business
Operations



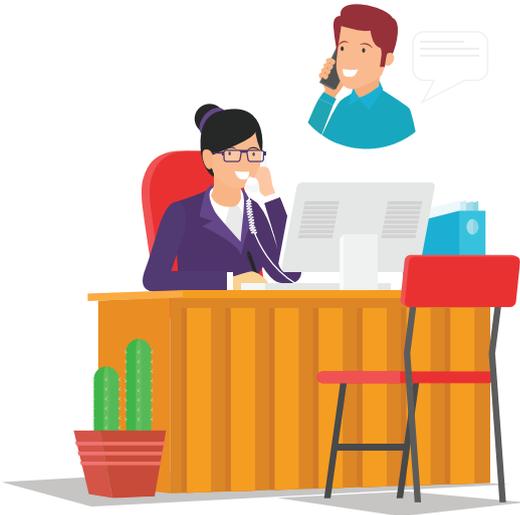
Decreased Operational
Efficiency



Vulnerable Endpoints

Our Solution and Approach

- Seamless implementation of on-site & off-site service desk
- Manage the banks ITSM and ITAM tools
- Engage 17 on-site resources
- Exclusive and Shared Inventory
- Daily, weekly, monthly and quarterly reviews



Business Results



Smooth Business Operations



Secured Endpoint Devices



Remote Ticket Resolution



a **CAC** holdings group company

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