

Case for **Financial Services & Software Company**

# Managed Application Support for Financial Services Company\_

Infopulse improved delivery of new features and collaboration between L1, L2, and L3 support levels

Industry: **Banking & Finance**

Location: **Nordics**

Employees: **350+**





## Client Background

A fast-growing international business with over 10,000 clients worldwide, the company provides credit risk management and decision analytics services and solutions.

## Business Challenge

- The client needed to reduce workloads of L3 support and development teams allowing them to focus on more important product and business development tasks.
- It was also strategic to strengthen collaboration between current L1 and L3 support teams to optimize products support management.
- Reinforce customer support services to increase customer satisfaction.
- Provide fast, flexible and scalable support team to meet the growing product development needs.

## Solution

### Infopulse enabled the following L2 Support and Maintenance services:

- Monitoring / Alerts processing
- Incidents / Bugs fixing
- Standard Changes implementation (no coding)
- RFC analysis and estimation
- RFI processing
- Reporting services.

### We also delivered L2 additional services:

- Release deployments (Production and Test)
- Smoke tests after deployments
- Environment / Instance documentation update
- Support processes improvement
- Support services of the Application, Infrastructure and DB levels.

## Technologies



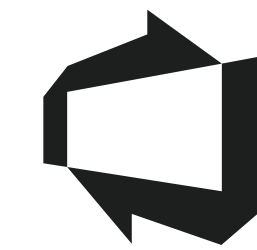
Microsoft Windows Server



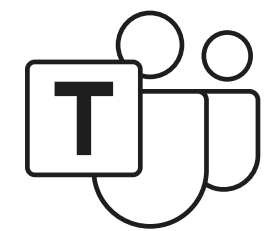
MS SQL Server



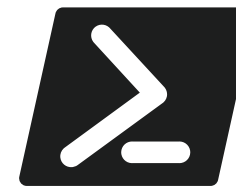
Microsoft Azure



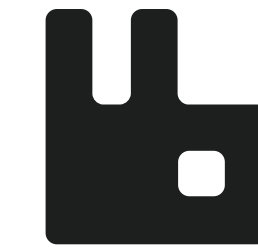
Azure DevOps



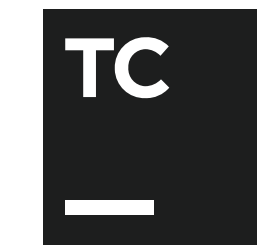
Microsoft Teams



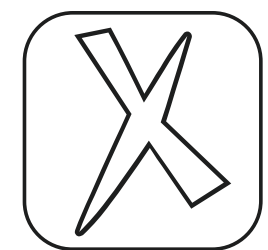
PowerShell



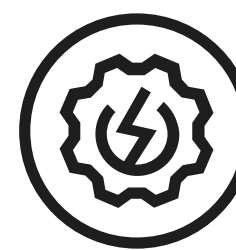
RabbitMQ



TeamCity



oXygen XML Editor



SoapUI

vmware<sup>®</sup> VMware



## Business Value

**Due to the implemented services, our customer received the following benefits:**

- Faster development and improved delivery of new features
- Enhanced quality and value of support services for the end-users
- Strong collaboration between L1, L2, and L3 support levels
- Increased customer satisfaction level due to proactive approach to support
- Better scalability due to flexible and adaptable support team
- Improved and streamlined support processes according to ITIL
- Continuous improvement of support services.







## About Infopulse

Infopulse, part of the leading Nordic digital services company Tietoevry, is an international vendor of services in the areas of Software R&D, Application Management, Cloud & IT Operations, and Cybersecurity to SMEs and Fortune 100 companies across the globe. Founded in 1991, the company has a team of over 2,300 professionals and is represented in 7 countries across Europe and the Americas.

Infopulse is trusted by many established brands, such as BICS, Bosch, British American Tobacco, Credit Agricole, Delta Wilmar, ING Bank, Microsoft, Offshore Norge, OLX Group, OTP Bank, SAP, UkrSibbank BNP Paribas Group, Vodafone, Zeppelin Group, and others.

For more information, please visit [www.infopulse.com](http://www.infopulse.com)

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