Client Success

Empowering a Global Bank with Multilingual Service Desk Excellence

THE CHALLENGE

An International Bank, which depends on its VDI solution for critical workloads, was dissatisfied with the managed support services provided by the VDI vendor. The bank found that the vendor's response times, knowledge of the customer's infrastructure, and overall stability of the environment fell short of expectations. Additionally, the bank sought to include a Service Desk in their services, which the vendor was unable to offer. The bank was even considering changing their VDI solution due to the ongoing stability issues.

SAMANA IN ACTION

The VDI vendor introduced Samana to the Bank as an alternative for their Service Desk requirements and requested that we provide the full suite of managed services to support their VDI and Load Balancing infrastructures. Samana's Service Desk streamlined user support and offered operational coverage across multiple time zones and in at least three different languages. Samana's exceptional onboarding process included the creation of a detailed knowledge base, enabling us to establish a dedicated nearshore Managed Services team. This close partnership with the Bank's IT team resulted in a high-performing and stable environment, even for traders, who represent one of their most demanding workloads.

SAMANA GROUP

RESULTS

- **Operational Resilience** - Samana empowered the customer to enhance their infrastructure by implementing a verified disaster recovery (DR) strategy and collaborating closely with their architectural and cybersecurity teams.

- **Seamless Support** - The Service Desk seamlessly integrated with the customer's ticketing tool, delivering efficient support in several key areas:
    - Attending to calls and tickets.
    - Registering and tracking tickets.
    - Resolving level one issues.
    - Escalating issues to higher Managed Services levels.
    - Coordinating with the Bank's internal application team for further escalations

- **Operational Efficiency** – Samana's services ensure consistency and transparency in issue escalation. Samana understands the customer's most critical workloads and prioritizes escalations accordingly, enabling the company to achieve its business objectives effectively.

ONGOING SUPPORT AND VALUE

For over four years, Samana has been a transformative partner for this customer, significantly enhancing their ability to support critical workloads with exceptional performance and stability.

CONCLUSION

Samana has revolutionized this customer's operations, fostering collaboration across IT departments to optimize performance, security, and stability for their most vital workloads.