

Nedbank Case Study

Financial Services

“The Sintrex solution has ensured the success of Nedbank’s outsource partnership. It ensures accurate, relevant and real-time infrastructure and service level information is constantly available and enables easy identification of service level lapses and minimizing time of problem resolution. We have achieved dramatic cost savings and operational efficiencies since our adoption of the Sintrex management solution”

General Manager, Group IT

THE CHALLENGE

Provide critical infrastructure intelligence to enable effective SLA management

In an attempt to cut costs, improve operational efficiency and focus on its core business, Nedbank decided to outsource its voice and data network infrastructures to a leading global service provider. In addition, the company needed to achieve greater levels of control and understanding of its network infrastructure to facilitate effective IT strategy, business alignment, and SLA management.

Nedbank needed critical IT intelligence in order to effectively manage its vast, highly diversified and distributed network. Management information focusing on service levels, costs of service, business impact, business process management and quality of service were of vital importance as well as controlling the multi-billion Rand contract SLA with its outsource service provider.

THE SOLUTION

Sintrex provided a comprehensive infrastructure management solution that enabled it to rapidly achieve its business and technology objectives plus provide real cost savings and operational efficiencies

Key Sintrex services utilised:

- Infrastructure Management
- Asset Management
- SLA Management

Sintrex implemented the above services to measure SLAs, view traffic flows, manage incidents and problems, provide baseline measurements for planning and continuous operational improvement, establish sound configuration management and change control, manage third party service providers, etc. The project included the implementation of the entire management toolset as well as a configuration management data base (CMDB).

THE RESULT

The Sintrex management solution provided unprecedented level of control and management and continues to meet all of Nedbank’s technology, business and SLA management challenges.

Nedbank gained accurate, relevant and real-time IT and service level information allowing them to easily identify service lapses and minimise problem resolution with dramatic cost savings and overall operational efficiencies.

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