



# CUSTOMER SUCCESS: BANKING

## Large North American financial institution and Compucom partner to build a foundation of results and a path to innovation.

### Solution: Service Desk and Field Support Services

#### Challenge

As one of the ten largest banks in North America with over 45,000 employees, this customer wanted all of its branches to have the highest quality IT experience with consistently superior service. To do that, they needed an IT partner with a strong North American service and delivery model.

#### Action

The bank's relationship with us began in 2012 with a branch server refresh project. We did an outstanding job and demonstrated a high-quality end-user support model for all branches across North America. From there, we were awarded a multi-year Services and Maintenance contract for North America. The partnership has steadily grown over the years to include VAR, maintenance and desk-side support services. We support the bank's 45,000-plus devices, including branch servers, desktops, laptops, and iPads. Innovation has been evident in several areas. A popular Solution Café® located in their corporate headquarters opened in 2019 with strong reviews, including an NPS of 100%. On the consulting front, we helped identify unique personas across a large base of employees, an effort that has opened the door to downstream support efficiencies and savings.

#### Results

With an acceleration of wins over time, including SLAs trending well above targets, we became a strategic partner, and ultimately, a trusted advisor. Because our client believes in our thought leadership and ability to bring new and innovative ideas to its employees, we have been called in for additional digital consulting projects around IoT, digital buildings, and a mobile application for the bank's learning center. This bank chose us because of our superior North American service model, along with our commitment to drive down costs, deliver efficiently, and achieve service level agreements (SLAs). We consistently achieve better than 90% satisfaction on SLAs across North America for equipment and field support.

