

Achieving and maintaining 100% SLA compliance for one of North America's largest banks

With over \$1.4 trillion in assets and \$41 billion in annual revenue, our client is a top 10 banking and financial services corporation in North America and Canada's largest bank by assets.

Large financial and insurance institutions like this employ an official expert support contract for their enterprise software and business critical applications to ensure round the clock compliance and security. Without it, they would be at risk for potential issues going unresolved, day to day tasks being overlooked, a lack of business continuity, significant fines due to non compliance, and a dissatisfied user base.

Content Bloom was engaged to provide a full managed services solution which offers a multi-tier approach to delivering 24/7 support. With a reliable team of technical experts actively monitoring and remediating all alerts – along with a professional Services team dedicated to the onsite delivery of user needs – we successfully mitigate our client's day-to-day online delivery concerns, maintain 100% SLA resolution, and enable their internal teams to focus on bigger goals.

The Challenges

As an enterprise in the financial sector, our client operates under very specific, complex regulatory compliance boundaries. Having a secure and scalable technical design is paramount to keep the operations of a large financial institution running smoothly. With nearly 90,000 employees and over 26 million clients worldwide, this requires the perfect balance of expertise and agility.

They were seeking an experienced partner who could take over many of the business-as-usual tasks; delivering swift issue resolution and support for their in-house IT team, with the added ownership of administration and maintenance for their digital infrastructures, and 24/7/365 support to guarantee zero downtime.

Without the proper level of expert support, their internal team is caught in a cycle of juggling and reprioritizing everything from minor issues to large scale system errors.

Along with tight SLA deadlines, our client was facing a significant backlog of outstanding requests and identified enhancements, along with competing business priorities preventing timely resolutions.

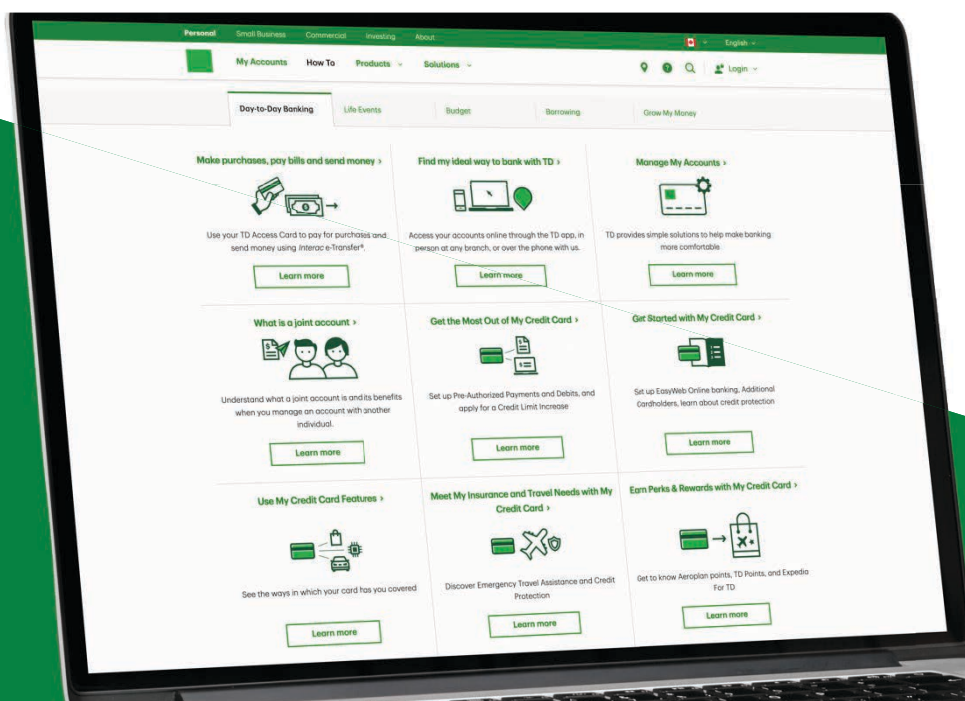
The Solution

Because of Content Bloom's full digital proficiency and in-depth sector knowledge, our consultants were able to quickly understand our client's digital eco-system, business goals, and legal requirements to dedicate the relevant technical consultants with the right expert knowledge to design and implement a tailored managed services solution.

To guarantee secure, round-the-clock assistance, all requests and alerts are routed using a tailored business workflow with defined tiers of severity to support the prioritization of tasks. This level of ownership by the Content Bloom team provides flexibility for our client to concentrate on adding value to their business, rather than having to worry about maintaining and supporting their CMS and application infrastructure.

The managed service operates 24/7 help desk support to ensure that each issue that arises is given the appropriate amount of attention and expertise based on the user-defined severity.

All newly created tickets are routed to the on-call agent. If for any reason that ticket is not acknowledged within 30 minutes, it is routed to the next available agent. If the ticket remains unaddressed for an additional 30 minutes, it is then escalated to all agents listed.



A Multi-Tiered Approach

Tier 1

Basic issues

- Web content issues
- Routine Tridion issues
- General Tridion inquiries

Tier 2

In-depth technical support

- Cache invalidation issues
- Stuck publishing processes
- Routine maintenance

Tier 3

Advanced or complex issues requiring further expert assistance

- Server spikes
- Web outages
- Architecture issues and inquiries

Our proactive approach to eliminating potential risks ensures our client is never in danger of system failures or shutdowns that could hinder company progress or risk non compliance.

This managed service was built with scalability in mind to allow for the effortless onboarding of any new internal clients with similar needs, but with the ability to configure and tailor to fit any team's needs.

The Impact

The foundation of our client's digital estate is Tridion, so they need Tridion to run and run well. The support we provide ensures a smooth, optimized operation.

The key business goal was to provide the right solutions to any issues within the specified SLAs. With all customer support, queries, requests, complaints, and assistance needs fully managed by Content Bloom, our client now enjoys:

- 100% SLA Compliance
- An average ticket acknowledgement time of less than 2 minutes
- An average resolution time of less than 6 hours
- Monthly reporting around all ongoing issues
- Root cause analysis for every critical issue

With the peace of mind that comes with stabilized IT and on-demand access to technical expertise and the advantages of the latest technologies, our client can focus on their larger goal of earning and maintaining quality customer relationships.

“We are already seeing a big difference from the position we were in before. Content Bloom has exceeded our expectations.”

- Client Account Lead

About Content Bloom

Since 2011, Content Bloom has been implementing content managed solutions to create everything from web and mobile sites through to digital products and online marketing campaigns.

Creativity, technology, and digital marketing

Our expertise is a unique blend of creativity, strategy, and technology that accelerates digital performance, delivering value that exceeds our clients' expectations.

Delivering results that matter

Our expertly trained team of consultants, developers, designers, and engineers have amassed many years of experience developing enterprise solutions around the globe.

Our extensive experience ensures the highest quality deliverables throughout your project.

By focusing on quality, we've exceeded our clients' expectations and have enjoyed mutually beneficial, long-standing partnerships built on trust.

<http://www.contentbloom.com>

