

Improving Resolution Rate to 84% and On-Call Incident Resolution by 50%



The Client

Our client is one of the largest Banking and Financial Services Corporation headquartered in the US. It has over 150,000 employees and USD 85 Billion in revenue.

Business Objective

The client's operations were supported by large and complex infrastructure landscape. Any incident in their critical applications had a big impact on the employee productivity. The client was facing the challenge of delayed incident resolution time with MTTR (mean time to resolve) of 89 hours and an escalation rate of 11% of overall incidents.

How Mphasis Helped

Mphasis initiated a re-engineering process, through which solutions were developed to move incidents from Level-2/3 to Level-1. By creating knowledge based articles, reusable artifacts and other accelerators, we have been able to reduce Level-2/3 incidents by 63%, resolving them at Level-1 service desk.

Additionally, Mphasis introduced Level-1.5 capability which helped release the bandwidth of Level-2 support. This additional level inducted to the Service desk optimized the overall effort. This solution enabled client to reduce escalations from 11% to 1% and average Mean time to Resolution by 51%.

About Mphasis

Mphasis is a global Technology Services and Solutions company specializing in the areas of Digital and Governance, Risk & Compliance. Our solution focus and superior human capital propels our partnership with large enterprise customers in their Digital Transformation journeys and with global financial institutions in the conception and execution of their Governance, Risk and Compliance Strategies. We focus on next generation technologies for differentiated solutions delivering optimized operations for clients.

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