

Streamlining Banking Employee Onboarding and Management with ASM



In brief

APS Bank, a leading European financial institution, has partnered with Alemba since 2020 to enhance their IT service management (ITSM) processes. The primary goal was to create a consistent, scalable way for the bank to engage with IT, ensuring clarity in service expectations and performance measures. A significant focus was placed on the ITSM software streamlining employee onboarding and management processes to maintain high levels of security and diligence around personal and financial data.

Reach

ASM is utilized by all employees at APS Bank, spanning multiple departments such as IT, Customer Service, Estates, and HR. The ITSM system supports numerous IT management services for end users and IT support staff across the bank.

APS Bank harnesses Alemba Service Manager's powerful automation to make employee onboarding and management quick and simple, reducing the requirement for repetitive tasks and minimizing human error.

Benefits

- **Increased Efficiency:** The number of contacts staff need to make with support agents and corporate services has been significantly reduced, streamlining the process of requesting and receiving services.
- **Reduced Incidents:** There has been a noticeable reduction in the number of recurring incidents, thanks to better incident management and problem resolution.
- **Enhanced Self-Service:** The self-service portal empowers staff to perform tasks independently, decreasing reliance on the support desk.
- **Improved Service Response:** Simplified and automated operations have led to better service response times and quality.
- **Accurate Reporting:** The ability to generate quick, accurate reports has improved tracking performance against KPIs.
- **Industry Accreditation:** The solution supports the bank's goal of achieving recognized service management accreditation.

Watch the video:

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