

Punjab National Bank Achieves 165% ROI with CA Technologies IT Management Solutions



CLIENT PROFILE

Industry: Financial services

Company: Punjab National Bank

Employees: 55,000

BUSINESS

Punjab National Bank (PNB) has more than 5,000 branches and six crore customers as of September 30, 2010. It has the distinction of being the first bank fully owned, managed and administered by Indians.

CHALLENGE

To safeguard customer service levels, PNB must ensure its banking solution remains highly available. With a growing branch network and only manual IT support processes, this was becoming increasingly challenging.

SOLUTION

PNB has implemented a range of CA Technologies solutions to simplify the management of 2,000 user requests per month, improve problem resolution, automate software delivery and enhance capacity planning.

BENEFIT

PNB has reduced fix times by 60 per cent and increased first line resolution, contributing to an ROI of 165 per cent. Improved IT management will help safeguard customer service levels as the bank grows.

Business

A leading Indian bank

Punjab National Bank (PNB) is the second largest public sector unit (PSU) bank in India, with more than 5,000 branches throughout the country as well as operations in Hong Kong, Dubai and Afghanistan and subsidiaries in London and Bhutan.

The bank offers a full portfolio of financial services, including credit cards, loans, insurance and asset management, to more than 56 million customers.

The bank today holds a premier position among the nationalised banks in terms of various key operational and financial business parameters. PNB is currently focused on further growing its business and expects to almost triple its customer base to 150 million by 2013.

Challenge

Safeguarding customer services

PNB's core banking solution is essential to its 'anytime anywhere' banking philosophy. The solution supports all customer-facing operations at the bank's branches so must be available on a 24/7 basis.

“We need to be able to respond rapidly to IT issues experienced at our branches.”

Ajay Misra

General Manager of IT, Punjab National Bank

The bank's IT team is responsible for maintaining the solution along with the wide area network, which connects each branch to PNB's datacentre where the core banking applications are hosted.

Ajay Misra, General Manager of IT at PNB, comments, “We need to be able to respond rapidly to IT issues experienced at our branches to ensure customer services are not impacted, whether they involve datacentre technologies, end user devices or the network.”

As the branch network expanded, monitoring and managing the IT estate became increasingly time-consuming for PNB.

“We did not have an automated process in place to ensure service level agreements, which was particularly challenging for helpdesk staff,” comments Misra. “Information was not always communicated efficiently between end users, first line support staff and engineers, which made addressing issues more complex.”

Solution

Smarter IT support services

To help it meet service level agreements and increase efficiency, PNB has deployed the following range of IT management solutions from CA Technologies:

- CA Service Desk Manager
- CA Client Automation
- CA eHealth
- CA NSM.

The solutions were implemented with assistance from CA Technologies' partners in India, CMC Ltd and HCL Infosystems.

CA Service Desk Manager is used by 7,000 end users across PNB's branches to log IT incidents, requests and problems. As Misra explains, "Issues are logged using the solution's self-service interface, from which IT support staff at circle offices can access all the information they need to provide a responsive service. If the cause of the problem falls outside the capabilities of the circle IT teams, it is automatically escalated to the central service desk."

In total, 2,000 incidents, request and problems are logged and managed each month using the solution. The volume of issues has been significantly reduced by CA Service Desk Manager's knowledge tools. "We have created a comprehensive knowledge base that enables end users to work through issues themselves before raising a ticket. This not only means that minor problems can be dealt with without involving the IT support team, but also results in a faster resolution," explains Misra.

Remote control improves efficiency

CA Client Automation has also played a key role in helping to reduce resolution times. As Misra explains, "The solution's remote control module enables the team to take control of users' desktops remotely, record sessions and troubleshoot, while at the same time educating the end user to resolve the issue for themselves should it reoccur."

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As well as simplifying incident management, CA Client Automation has streamlined the delivery of key IT services. For example, another module, CA Software Delivery, enables PNB to deploy new software packages and updates to branch-based devices without having to send costly engineering resources onsite.

CA Client Automation's Asset Management module enables PNB to send balance reports and signature files to branches for business continuity when the standard network is unavailable. PNB has installed Asset Management and Software Delivery and Remote Control Agents across all its branches. They use Asset Management to push these files four times in a day from its central server to all branches across India, with further customisation to have these files uploaded automatically to local application.

Advance warning of network problems

To safeguard against network availability issues, PNB uses CA eHealth to monitor more than 5,000 network devices, including routers at bank branches.

Misra comments, "The solution provides reports on device performance, bandwidth utilisation and trends so we can identify when we need to take proactive action to upgrade devices or increase bandwidth. It also enables us to measure and analyse branch downtime and enforce SLAs with third parties."

CA NSM also helps to safeguard server monitoring performance by providing advance warning of potential issues. The solution monitors 20 critical production servers in PNB's datacentre and raises alerts to performance degradation that could indicate a potential problem. PNB has set thresholds for CPU, memory and process timelines, which are used to trigger alerts and provide metrics for effective capacity management.

Maximising value with a support Availability Manager

To ensure it maximises the value of CA Technologies IT infrastructure management tools, PNB has invested in a Support Availability Manager (SAM) from CA Technologies. As Misra explains, "The SAM has invested lots of time in understanding – the requirement of network monitoring and priorities. He helped us improve the control and reliability of our IT environment by honing our management and monitoring processes and responding quickly to any issues with the products. He also provides monthly performance reviews of CA Technologies Support. Our SAM has become an important asset in enabling us to undertake the continual demands and challenges of providing complex IT services."

Benefit

increased service levels at lower cost

The CA Technologies solutions have significantly reduced the volume of issues that the bank's IT team has to deal with, increased first time resolution rates and facilitated a 60 per cent reduction in the time it takes for issues to be resolved.



“The CA Technologies solutions enable us to provide better customer services.”

Ajay Misra

General Manager of IT, Punjab National Bank

Misra comments, “The CA Technologies solutions have streamlined IT support and service delivery to enable cost savings. We worked with PricewaterhouseCoopers to identify a return on investment of 165 per cent from deploying the solutions.”

As a result of these service improvements, PNB is able to:

- Safeguard customer service levels by ensuring the availability of its core banking system
- Increase the productivity of IT staff and reduce the resources required for network management
- Minimise IT management costs.

“The CA Technologies solutions enable us to provide better customer services to safeguard satisfaction as our branch network and customer base grows,” comments Misra.



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