

Take the Stress out of DIY



Business Needs

With the move toward a greater focus on digital models, financial institutions (FIs) are looking to do more with less at all levels of the organization.

NICE Actimize's experience with one client allowed us to fully stretch the expertise of the team to solve any issue that arose. The team helped justify the total cost of ownership of bringing in our Managed Services team, as opposed to the client's team stretching themselves thin trying to put out constant fires.

The first and most obvious costs to address are those associated with employing staff, including wages, taxes and leave. Staffing is needed to manage, operate, secure and enhance any environment.

Depending upon the environment and its associated nuances, such as complexity, requirements for specific domain knowledge or size of environment, you may find yourself needing a team of highly paid and specialized people. This staff, albeit a necessity, come with direct and indirect costs.

When it comes to support services such as monitoring and the day-to-day healthcare and optimization of your environment, this can be a huge cost center. Often these are not core to your business, yet are required for ongoing operation and maintenance of your environment.

Under the DIY approach, these supporting services detract from the business value-add activities your staff could be focusing on.

The DIY approach requires your business to take on these additional costs and distractions, which may be better spent on your core product or service offering.

The largest focus for your staff will be the undifferentiated heavy lifting needed to maintain the status quo and keep your services operational. What could your staff be doing instead to add business value and grow your company? More innovation? That new feature?



The Impact

For this client, the Managed Services team minimized resource risk and employed a proven team to drive knowledgeable decisions regarding the growth of their environment.

By leaning on our own existing staff, the client gained breathing room knowing that their environment was in safe hands.

Managed Services helped limit the stress of maintaining daily operations and was able to fully manage and ensure that the client's environment is up-to-date.

Benefits immediately felt by the client are as followed:

▼63%

Reduced average resolution time by 63%

▼37%

Reduced SAM batch time by 37%

▲28%

Ability to handle 28% more transaction monitoring volume

▲50%

Increased quarterly average number of resolved tickets by 50%

5 hrs

Decreased total system downtime to 5 hours YTD

Most importantly, we helped the client's team to focus on innovating with eight major projects and integrated 21 systems to propel the organization forward, instead of just maintaining the status quo.

The key purpose of NICE Actimize's Managed Services team is to help our clients maximize the value of their investment in Actimize solutions. By working together, we can ensure that deployed Actimize solutions are healthy, up-to-date and fully optimized. This allows our clients to use the product more effectively and reduce the total cost of ownership.

Ready to get started? Learn more about Professional Services here >