



## HSBC Africa's IT Department achieves operational efficiency with Service & Support<sup>™</sup>

### COMPANY

**Name:** HSBC Africa  
**Location:** Sandton, South Africa  
**Industry:** Banking/Finance  
**Employees:** 300  
**IT Team:** 17+  
**Website:** www.hsbc.co.za

### SOLUTIONS

HEAT Help Desk

- Incident
- Self-Service
- Service-level Management

“We needed accurate, measurable reporting to identify where improvements could be made in our internal processes and to enable evaluation of service levels against internal SLAs. The IT department is now seen as a positive contributor to business success”

Graham Reid  
Manager: IT Infrastructure and Procurement

### FRONTRANGE'S HEAT<sup>®</sup> HELP DESK<sup>™</sup> ENABLES ACCURATE, MEASURABLE REPORTING AND EFFECTIVE SLA MANAGEMENT AND EVALUATION

#### BUSINESS CHALLENGE

Prior to installation of FrontRange's HEAT<sup>®</sup> Help Desk<sup>™</sup>, all incidences were managed manually and captured onto an excel spreadsheet. This meant that:

- it was not possible to accurately measure and track performance IT performance and identify areas which were in need of improvement and greater focus
- SLA management was challenging
- they were unable to accurately report against internal SLAs at the quarterly reviews
- logging and monitoring of incidence statuses was time consuming and not as efficient as it should be
- there were a high number of “minority status” incidences logged as there was no self-help facility

#### WHY FRONTRANGE

FrontRange HEAT<sup>®</sup> Service & Support<sup>™</sup> answered the need for:

- a flexible and customizable solution with the ability to add extension modules
- fast and robust reporting capabilities
- self-service module
- business monitoring
- effective change management monitoring

#### KEY BUSINESS BENEFITS

- The ability to meet, measure and manage client SLAs
- Maximization of operational efficiency resulting in improvement of service quality and compliance
- Improved reporting
- A reduction in IT costs

## BACKGROUND

HSBC Africa's principal activity across the region is Global Banking and Markets. They provide clients' with global reach and capability with in-depth local knowledge.

The Business is managed out of the Regional Hub in Johannesburg, complimented through regional representative offices thereby ensuring their local relationship managers and product specialists tailor international products to their African-based client needs. Their Commercial Banking business offers the same services to large local and international corporates.

The third activity within the African portfolio is the representative office of their off-shore personal bank, based in the Channel Islands, which services African-based Premier clients.

## BUSINESS CHALLENGE

Prior to installation of FrontRange HEAT® Service & Support™ in November 2005, all incidences were managed manually and captured onto an excel spreadsheet.

Graham Reid, Manager: IT Infrastructure and Procurement explained that the biggest challenge they faced was accurately measuring, tracking and reporting on the incidences logged with the department. "We needed accurate, measurable reporting to identify where improvements could be made in our internal processes and to enable evaluation of service levels against internal SLAs."

In addition, the IT departments across South Africa were consolidated into one centralized department based in Johannesburg and they needed the ability to monitor and effectively service the branches remotely. HSBC Africa needed a self-help facility that would allow their internal customers to log incidences which could be quickly assessed, assigned and monitored through to resolution.

Reid confirmed that HSBC Africa runs on a different product to the rest of the HSBC Group. "We needed a solution that included a self-service module and business monitor and the product selected by the rest of the group didn't offer us that option"

## SOLUTION

After assessing the product used by HSBC globally, the decision was taken to look for an alternative for HSBC Africa which would offer them a more comprehensive solution in one efficient package.

HSBC chose to implement FrontRange HEAT® Service & Support™

as it offered them a fully automated ITSM solution which included the self-service and business monitoring facilities they needed for operational efficiency.

## RESULTS

Graham Reid comments that as HSBC did not have an automated solution prior to installing FrontRange HEAT® Service & Support™ it is difficult to quantify specific cost savings and reductions in call time and status enquiries. What is clear are the positive outcomes related to the implementation.

With manual capturing there was room for human error. Tickets and information were sometimes lost and there was no audit trail and little accountability. Today, the IT department is able to accurately monitor and report on all incidences and activities. These are measured against the individual team members KPIs which results in 100% accountability.

There have also been huge time savings as a result of the automation. The team now operates in an error-free processing environment; there is equitable and efficient distribution of resources and improved tracking and escalation of incidences. Consistent knowledge base management combined with the internal HSBC protocols has also contributed in this area.

During the departmental consolidation these efficiencies allowed HSBC to reduce their IT staff compliment by one head and they still continue to operate at an optimal efficiency – a cost saving for the department.

The change management process has also greatly improved. The change management process begins as soon as a change request is entered onto the system. At each stage of the process authorization is required. The automated process keeps everyone involved in the process informed of the status of the change request.

Accurate, measurable reporting has helped Reid and his team to identify where improvements could be made and has improved decision-making capability to justify IT expenditure.

HSBC is now able to effectively evaluate the department's activities against internal service level agreements. This has lead to increased customer satisfaction and the IT department being seen as an enabler of business success.

## More Information

**FrontRange Solutions South Africa,**  
Ground Floor, Twickenham Building, The Campus, Cnr Main & Sloane Street Bryanston  
Johannesburg 2021

T: 800.776.7889 and +27 (0)11 575 7555 W: [www.fronrange.com](http://www.fronrange.com)