Over 80% reduction in turn time in Application Access Setup and Control Management

1 Customer

1. A Top 20 U.S. Bank.

2 Business Situation

1. Longer turn times in access setup & management for employees & vendors
2. Increasing number of end user escalations

3 Solutioning

1. Defined internal performance indicators and metrics to drive service excellence and focus on improving TAT and QA

4 Execution

1. Re-worked on the SOPs/service design documents making it more robust
2. Created detailed training plans for resource training
3. Robust QA procedures for accuracy

5 Value Delivered

Over 80% reduction in turn time for Access Management

1. 72 hours per request to **12 hours** per request
2. Consistently exceeding quality & turn time SLAs

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