



## Case Study:

# International Bank

### The Client:

The client is a prominent international bank, its history going back many years. Ranked in the world's top 10 based on tier 1 capital, the organisation has a clear focus on retail, wholesale and investment banking. It has more than 100 branches in more than 20 countries and a staff of about 20,000 full-time equivalents.

### The Challenge:

The central IT services function has outsourced many of its core functions to various vendors and appointed one vendor to perform a 'prime contractor'/guardian role. Subsequent to the legal contracts being developed, the Bank recognised the need to develop the operational rules of engagement between all parties whilst ensuring that the Bank's interests remained primary at all times. To add to the complexity of the project, these rules also needed to be robust to cope with the regional and local variations in contract terms.

### The Solution:

PTS was asked to leverage its knowledge of industry best practice to develop a Service Framework that clearly defined where the key responsibilities and interfaces lay. In addition, PTS established a generic operational level agreement template that could be used to document each vendor's responsibilities in relation to every other involved party. With the planning stages complete, PTS facilitated a number of meetings between the Bank and the various vendors to ensure that the agreement reached reflected the Bank's best interests. Finally, it was necessary to build an operational governance framework within which the vendors and the Bank could operate in a 'business as usual' environment. This ensured that the day-to-day contract and performance management teams were equipped with the necessary processes, skills and performance review schedule to guarantee that the ideals of the Service Framework were sustainable.

### The Benefits:

As a result of the project each vendor became fully aware of their respective responsibilities, escalation points and interfaces, leading to a smoother support process and a higher level of service to the Bank's demanding user population. PTS ultimately improved the relationship between the Bank and its service vendors, and made day-to-day management of their operational performance more consistent and less onerous.



### The Verdict:

The Bank was delighted with the approach, recognising that PTS' expert facilitation had been vital to the success of the project as it ensured that any issues were quickly resolved to the satisfaction of all parties.

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#### *About PTS Consulting*

*PTS Consulting Group PLC (PTS) is one of the world's leading IT consultancies with a reputation for innovation and thought leadership. PTS is also renowned for its project management expertise. As the global leader in IT relocation projects, working with some of the world's largest companies, PTS has earned a world-wide reputation for independence, professionalism and quality of service. Headquartered in the UK and founded in 1983, PTS has worked in 43 different countries, 113 cities and employs more than 380 staff in the Americas, EMEA and Asia-Pacific. [www.ptsconsulting.com](http://www.ptsconsulting.com)*