The Power of Partnerships

In 2019, our investment banking customer had a unique business challenge when they separated from another financial services provider. The challenge was that they needed to build both a brand-new enterprise architecture, and an operating model, to keep supporting their global users once the divergence was done.

Our newly formed customer took a strategic decision to partner with CAE to optimise and streamline the development of their new support model. To achieve this, they issued a request for proposals (RFP) to potential partners. The request was to re-imagine every aspect of their infrastructure and define new ways to provide optimal end user and infrastructure support. The aim was to select a partner who could successfully design, implement, and support their intended end state. Our goal was to transform their experiences and their lives through technology.

The Divergence Project

In 2020 our customer started their independent technology drive. What they needed most, was the comfort and support of a capable and trusted partner who would collaborate with them, and provide consistency during their transition process.

When CAE was selected as their support service partner, a new journey began as CAE took responsibility for the planning, procurement, deployment, and ongoing support of the Divergence Project.

A dashboard view

The IT team at the global investment bank also needed visibility into how technology was running and performing within their business. To achieve this visibility, Network Intelligence, powered by CAE Labs, was implemented along with Logic Monitor. Providing information and insights into the monitoring capabilities on various business-critical requirements like Wi-Fi, Network and Microsoft 365 availability.

Now, in the event of an issue, the new platform can quickly and easily provide the team with a historical and real-time status view of service uptime. This provides quick answers, saves time, and helps pinpoint problem areas that need immediate attention.

Streamlining efforts

Another challenge the organisation experienced, was the burden of unnecessary resource strain caused by the time consuming and manual management of licence renewals. This activity alone required the effort equivalent to that of a full-time resource, in terms of hours spent tracking and managing the renewals.

Working together, we helped reduce the time and effort spent on licence renewals by amalgamating the Cisco renewal dates. The solution provided one contract with one renewal date, that could be paid for in one transaction. This resulted in More Good Days as demand significantly on the team, resulting in time-saving for the fast-paced business.

Through our partnership, we continue to support the process through the responsibility of contract management and sourcing the best possible renewal prices.

Our customer said:

"We didn't want to get into a firefighting situation; kick the windows in and fix the door later. We knew we needed to collaborate with a partner who shared our values; a partner that our people could feel at home with, and a firm that we could trust to co-own and drive the future of our technology with us. We found that with CAE."

A global effect

With offices in various global locations, our customer needed an effective support model that could span the different time zones.

Part of our integration into the business, was to ensure more good days through 'People as a Service'.

Our aim at CAE, was to find the right collaborative partners in some of the global locations, who shared our values and work ethos. Once we had identified and engaged these partners, they were embedded into the global offices to offer support and work alongside the internal teams. The benefits continue as the onboarding process for new starters has become easier and faster, causing less stress and strain on the internal team.

Instead of remote onboarding from a central location, which often caused issues due to the time zone differences, having a designated person in the different hubs has made it possible to assist users quicker when they experience any technology issues. If a new starter experiences either access, software, or hardware challenges, it is now possible to resolve the problem with the on-site teams at the various locations.

The result is that together, we are now meeting expectations and our customer along with all their people, are experiencing, more good days.

Back to business

The overall aim to secure a trusted partner who would help ensure consistency and reliability using a managed service succeeded. This has been achieved by our CAE team & partners, who are available 24/7, 365 days a year to support those experiencing any challenges with the technology.

Along with the faster turnaround times for overcoming issues, the managed service solution that we provide, has the added benefit of giving our customer's internal team more capacity to focus on business outcomes.

By being a trusted partner, we have managed to make things simpler and faster for our clients by delivering intelligent results.

POWERED BY

CAE LABS

cae

TECHNOLOGY ON POINT