

Implementation of the HelpDesk Application for OTP Bank

About the Organization

OTP Bank Romania is part of OTP Group and currently has 106 units, making up a bank which provides high quality financial services. OTP Bank is one of the most profitable financial groups in the region, a fact indicated by the stocks value, which is now 70 times bigger compared to the initial officer from 1995.

OTP Bank, the biggest bank in Hungary is part of OTP Bank Group, one of the most important financial groups in Central and Eastern Europe. The group runs operations in Hungary, Slovakia, Croatia, Bulgaria, Romania, Montenegro, Ukraine, Serbia and Russia. OTP Bank Group intends to become the most important player in the region and to continue its regional development strategy through the acquisition of financial institutions in the Central European countries.

Developed on the bases of the Savings Bank in Hungary, OTP Bank's activity started in 1992, as a result of buying the state bank. The bank quickly became the innovator leader on the Hungarian bank market, on all segments and products. Currently, the group has more than 1,600 branches, approximately 27,000 employees and serves more than 11 million customers.

Initial Status

The old HelpDesk application was an open source one, developed in PHP and Linux.

'The open-source application we used could not be adapted to the bank's requirements and we had many difficulties with supporting it. Also, no provider offered consistent support for this type of issues' stated Camelia Drenscu , IT Manager within OTP Bank Romania.

'We wanted a flexible application, which we could adjust to our requirements', added Camelia Drenscu.

OTP wanted the implementation of an SLA management component for the purpose of receiving notifications when each term was exceeded and for regular reports on the occurred incidents.

'It was impossible to implement such a component in the old application', concluded Camelia Drenscu.

'The thing that bothered us the most about the old application, was that users frequently forgot their password for accessing the application. There were no integration possibilities with Active Directory. We wanted an application that could be integrated with Active Directory. After we used 'single sign on' we eliminated 50% of our users' problems'', said Camelia Drenscu.

Solution

The help-desk application is used for the notification and remediation process of all disfunctionalities representing an obstacle in rendering a normal activity, beginning with administrative issues and ending with the ones related to the IT and communication infrastructure (hardware and software). All elements operated in a unitary and centralized manner. Approximately 80% of the application is built using the SharePoint instruments. The ticket can be generated from the interface and the IP of the person generating the ticket is automatically registered. Also, the technical assistance request can be sent by e-mail, since the system automatically generates a ticket with the subject and content of the received message. Subsequently, the person receiving the ticket is free to manage it as he/she sees fit.

'Furthermore, the person issuing the notification receives information regarding any actions undertaken regarding the ticket and is entitled to close it in case the problem is solved. Tickets can be assigned or co-assigned. The users which the ticket was co-assigned to is not entitled to close it or close statuses and their rights are only limited to making comments. Co-assigning can be multiple'', stated Catalin Dragne, Manager- Solution Engineering Department.

In the section called 'basic knowledge', three types of resources are available: documents loaded on site, web documents in standard wiki-page format and websites in which the tags were saved.

'When a ticket is solved, the person closing it is asked whether he/she wishes to introduce it into the data base. The ticket saved in the data base has key words assigned to help with future searches'', stated Catalin Dragne.

Obtained Benefits

The HelpDesk module has a friendly user interface. A technical assistance request is generated by a single click on the new ticket option, in which the data regarding the initiator is automatically filled out, as a result of the system integration with Active Directory and data

bases of the LOB applications (Line Of Business). The application initiator shall only fill out the subject and content fields of the ticket. Another facility involves a mail posting of an issue on territorial level, considering the fact that users are quite familiar with e-mails. Thus, the useless time occupation issue goes away.

'We created an e-mail addressed destined to the HelpDesk application, and if a user notifies this issue/incident to this address, the application automatically generates a support ticket', stated Camelia Drenscu.

Using the Task Assignment (Out of Office) method, a replacement person can be assigned (either automatically, in case if vacation/delegation forms, or explicitly from the user's interface), who shall take over the rights of the person replaced in the system for a determined period of time and the replacement is automatically notified in this respect.

The recall of rights takes place automatically upon concluding the assignment period.

'Approximately 50% of the operators' work involves the verification of rights. The process became an automated one and now the data is automatically extracted, simplifying the work of those people'.

Camelia Drenscu

Another important advantage is related to the SLA management implemented in the new application. The solution allows sending notifications when each deadline is exceeded and provide access to complete reports on the occurred incidents.

'The ticket posting activity improved by 60% for the end user due to the implementation of the new HelpDesk application. The main causes leading to this improvement were: the existence of a function for sending requests using the e-mail service and the Active Directory integration. Also, I feel that the output of support specialists (the ones solving the tickets) increased by approximately 20%', concluded

Camelia Drenscu