



Genisys celebrates 15 years of service to a top-4 UK bank. The outsourced IT service has consistently won awards for its quality and has adapted to meet changing needs, whilst reducing costs by over 50%

The bank has over 90 applications which are used within its asset finance business, consisting of a mix of custom and 3rd party software packages. These need to be kept running on an hour-to-hour basis and must be adapted and enhanced to accommodate changes in the law and business needs. Previously these applications were supported with a mix of in-house and contract staff, which proved expensive and lead to business continuity issues.

Genisys provided a dedicated pool of staff that can handle different aspects of the requirement, with:

- Helpdesk staff onsite and offshore, working UK hours, providing level 1 and level 2 support to users
- Staff on-call, covering UK and international users, for all time outside the standard UK working day
- Liaison with vendors support operations for 3rd party software
- Provision of problem investigation and 3rd line software fix services, both onsite and offshore
- Development of new applications, enhancements and changes to custom applications as the need arises
- Management of data and databases associated with the different applications

The staff remain assigned to the bank on a long term basis. However, should there be a requirement for a new specialist skill, then this is brought into the pool.

The Benefits

Genisys has provided a stable service with very good continuity among the staff in the dedicated pool. The level of service provided has led to many awards. Other benefits include:

- Knowledge in the bank's IT systems is retained, whilst giving the bank flexibility to scale-up and down in-line with business needs
- The cost of the service represented a significant saving, in the order of 30%, of the previous in-house/ contractor provided one
- The outsource model provided has proven to be highly flexible
- The ability to migrate tasks off-shore has allowed the overall cost of the service to be reduced by a further 30 – 40%

In Closing

The outsourced service has been a great success for the bank, and the divisions involved. It has been extended over the years as its reputation spread. Genisys has been able to utilise a mixed on-site/ off-shore model to create a highly effective and cost efficient solution.