

# Asignet helps a Financial company

The lack of decentralization and automation led to invoice reading difficulties, lack of reporting and no view of IT assets.

INDUSTRY: FINANCIAL | ORGANIZATION: A MULTINATIONAL FINANCIAL INSTITUTION

## About the customer

Very large multinational investment bank and financial holding company with a presence in over 65 countries being served by almost 4000 offices in Europe, Asia, the Middle East and Africa, North America and South America. This organization is also in the Fortune 100 list.

### 01

## Challenge

South American location was challenged with managing their complex telecom environment for cost containment, overall management and an accurate and validated inventory of assets. Central American operations struggled to manage and optimize their mobile usage and expenses.

### 02

## Solution

- Asignet TEM solution was deployed to manage South American operations.
- Asignet Mobile TEM solution was deployed in Central America.
- Proposed, designed, deployed and managed customized ITSM solution in Central America to manage network provisioning and network inventory.
- Proposed, designed, deployed and managed proprietary process for Central America (I-Routing) that dynamically managed traffic and call routing over the network:
  - Analyzed all available paths
  - Analyzed COS of packet
  - Analyzed lowest cost path available
  - Analyzed packet size requirements
  - Select and route on most cost-effective route

# 03

## Results

- Sustained savings in South America through TEM services management.
- Savings of 12% achieved year over year for 5 years.
- Achieved mobile TEM savings of over 30% in Central America through mobile TEM program.
- Achieved significant increases in productivity and process efficiency from ITSM solution in Central America, estimated at a decrease of 18% in overhead and IT resource cost, year-over-year.
- Achieved over \$15M in savings over 3 years through use of I-Routing in Central America.