

>> Swedbank

Implementation of Incident, Problem and Change Management

The Swedbank logo is displayed in a white rectangular box. It features the word "Swedbank" in orange, sans-serif font, followed by a circular orange emblem containing a stylized tree.

Swedbank

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Customer profile

Swedbank is the leading bank in Sweden, Estonia, Latvia and Lithuania with 17,000 employees serving 9 million private and 475,000 corporate customers. In July 2007 Swedbank acquired TAS-Kommerzbank in Ukraine, Kiev. TAS has over 190 branches and 3,000 employees serving over 125,000 private customers and 16,000 corporate customers.



Initial situation

With its 419 branch offices throughout Sweden, Swedbank used several different IT service management solutions. As there was no overall system they needed to consolidate the existing IT service management solutions. Thus, the company had extensive requirements to integrate the different systems. In addition, the financial institute needed statistics, for example on the usage of the system, on the different enquiries etc. Besides the new system should be highly stable and available. The implementation partner should have a solid knowledge on IT service management.

Implementation

MATERNA delivered an IT service management solution with the standard applications Remedy Help Desk and Change Management from BMC Software. Furthermore, the solution included Incident and Problem Management based on Remedy Help Desk which was customised by MATERNA. The solution was integrated into the outsourced Service Desk.

Advantages

- Integrated scalable solution to grow with
- Full control over incident and problem processes in the organisation
- Increased efficiency due to correct information, person and time
- Improved support