

# Discover how we transformed the employee experience with digital workspace & context aware security for a leading financial service provider in Australia



#Unlock User Experience

## 1 We understand the Problem..

Customer is one of the four largest financial institutions in Australia in terms of market capitalisation and customers. The customer operates 1,600+ branches and service centres across Australia, New Zealand and Asia serving 12.7 million customers.

### Business Challenges:

- Disparate remote access systems
- Offshore outsourced ITO/BPO – Contractor access
- High cost of operations
- Non-standard application delivery
- Complicated charge-back policies
- Operational silos
- Scalability issues to meet new demands

## 3 Key Value delivered...

- Constant connectivity and collaboration capability inside and outside the bank
- Improved user experience with context aware security
- Improved productivity & staff retention through flexible working and better support for BYOD
- Scalable solution across on-premises and cloud platform
- Utility (Pay-per-use) commercial model enabling simple charge-back model
- 24x7 Support & Monitoring
- WaaS enabled the bank to expand offshore use case to all users of the bank by its features and functionalities like self service, instant app delivery and proactive analytics

## 2 Our Solution is the game changer..

With our WaaS Solution we enabled the customer to have:

- **Anywhere, anytime access using any device** to the work environment without any degradation in performance or user experience
- Unified and centrally managed virtual desktop environment that is secure and compliant to local and financial regulations
- SLA based 24x7 (onsite-offshore) support services and solution for 99.99% infrastructure availability

## 4 The Result? Happy Customer...!



**125%** utilization of office space by enabling true workplace flexibility



**60%** reduction in overall Power Consumption enabling Green IT



Over **22,000** users were moved to WaaS NxT

For more information get in touch with us at [WaaSnext@TechMahindra.com](mailto:WaaSnext@TechMahindra.com)