

Network International, a leading Middle East payment solutions provider, cuts IT service response time by 80%



Network >

International Payment Solutions

Tech
Mahindra



1mm

transactions
supported daily



80%

faster average
response time



75%

faster ticket
creation

Business Challenge

With over 70 percent market share, Network International clears more than one million transactions daily and has transformed the payment service industry in the Gulf, Middle East, and North Africa. The company's innovative payment solutions and modern processing methods are shaping the payment services industry in the UAE. To meet increasing demand from customers, Network International needed to automate many of its ITSM services. The Network International IT organization partnered with Indian national IT provider Tech Mahindra, a BMC partner that provides customer-centric information technology services, to devise and implement an innovative solution.

BMC Solution

Working closely with Tech Mahindra, Network International implemented BMC Helix ITSM to accelerate response to customer issues and requests, eliminate recurring incidents, and manage change more effectively. The BMC Helix Digital Workplace solution improves customer satisfaction by simplifying ticket submission from computers, smartphones, and tablets. The result is enhanced responsiveness, lower costs, and a competitive edge.

Business Impact

The BMC solutions support Network International's IT strategy, which focuses on delivering innovative products and services that meet the needs of banks, financial institutions, and retailers in a rapidly changing industry.

- A service catalog tailored for each customer allows **simple, three-click ticket submission for issues and requests.**
- Nearly **80% of requests and issues come through the ticketing system**, reducing the time customers and agents spend on the phone and dealing with email.
- Automation has **slashed the time required to create tickets submitted via phone from 20 minutes to 5 minutes (a 75% decrease).**
- **Average response time dropped from 15 minutes to 3 minutes (an 80% decrease)**, and IT consistently meets its service level agreement of resolving Priority 1 tickets in 30 minutes.
- **Root cause analysis now takes 15 minutes instead of the previous average of two days**, and the number of recurring issues is declining.



“ *With the BMC solutions, our relationships with customers are much closer because we are more responsive to their needs. Plus customer self-service through (BMC Helix Digital Workplace) is giving us a competitive advantage and helping us increase market share in the region.* ”

Prashanth Prasannan | Vice President IT Services | Network International

Learn more:

 Visit the BMC Helix ITSM web page



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