Sichuan Rural Credit Union revolutionizes IT service management and reduces service calls by 87%

“BMC Helix has streamlined, standardized, and automated our ITSM processes.”

Chen Jie  |  ITC Vice President and Chief Architect  |
Sichuan Rural Credit Union and Cooperative Bank

Company Overview

With over 40,000 employees serving clients in more than 5,000 branches, Sichuan Rural Credit Union and Cooperative Bank is transforming itself to meet the skyrocketing demand for digital banking. To support that digital transformation, the bank’s Information Technology Center (ITC) has built 100+ business systems that facilitate online banking as well as activities for its dispersed branches. Now in Project II of a three-phased initiative to ensure high reliability of core business systems, ITC has replaced manual IT service management (ITSM) processes with best practices and sophisticated tools that are empowering the bank to deliver an exceptional customer experience while reducing costs.

BMC Solution

Monitoring with TrueSight Operations Management was put in place during Project I. In Project II, ITC established a three-level service support system for its employees using BMC Helix ITSM, BMC Helix Discovery, and BMC Helix CMDB. ITC has also implemented TrueSight Automation for Servers to handle server provisioning.
Business Impact

The new support model has lightened the workload for the headquarters service desk and is speeding the handling of incidents, service requests, and changes.

- Service request efficiency improved dramatically, with **69 percent of requests responded to within one hour**.
- Fifty percent of incidents are resolved in less than four hours and **35 percent are closed in one hour**.
- **Self-service accounts for 36 percent of ticket submissions**, reducing the number of help desk calls.

BMC’s philosophy of integrated operation and maintenance provides an excellent foundation for the bank’s future expansion.

Chen Jie | ITC Vice President and Chief Architect | Sichuan Rural Credit Union and Cooperative Bank

Learn more:

- Visit the TrueSight Operations Management web page
- Visit the BMC Helix web page
- Visit the TrueSight Automation for Servers web page