



87% service call reduction

36% of tickets via self-service

35% of incidents closed in 1 hour



Sichuan Rural Credit Union and Cooperative Bank

INDUSTRY

Banking

CHALLENGE

Position IT to deliver effective IT support that supports digital banking.

SOLUTION

BMC Remedy IT Service Management Suite, BMC Atrium Discovery and Dependency Mapping, BMC Atrium CMDB, BMC TrueSight Operations Management, and BMC BladeLogic Server Automation are empowering the bank's digital transformation.

BMC is a global leader in software solutions that help IT transform traditional businesses into digital enterprises for the ultimate competitive advantage.

BMC – Bring IT to Life

Southwest China's largest bank, Sichuan Rural Credit Union, revolutionizes IT service management and reduces service calls by 87%

BUSINESS CHALLENGE

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 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 BMC TrueSight Operations Management was put in place during Project I. In Project II, ITC established a three-level service support system for more than 40,000 employees using Remedy IT Service Management Suite, BMC Atrium Discovery and Dependency Mapping and BMC Atrium CMDB. ITC has also implemented BMC BladeLogic Server Automation 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% of requests responded to within one hour.**
- **Fifty percent of incidents are resolved in less than four hours** and 35% are closed in one hour.
- **Self service accounts for 36% of ticket submissions**, reducing the number of help desk calls.

"BMC Remedy has streamlined, standardized, and automated our ITSM processes and BMC's philosophy of integrated operation and maintenance provides an excellent foundation for the bank's future expansion," says Chen Jie, ITC vice president and chief architect.

