

SERVICE DESK STRATEGY & APPLICATION SOURCING

The Co-operative Bank is intent on building something very special – a customer owned, technology savvy New Zealand bank that delivers 'banking from the heart'.

We supported the Bank to design how they would mature their helpdesk capability to consistently provide an excellent service experience for their business. Together we defined the service they wanted and their requirements to achieve it. We then managed the selection of the right service desk application to be the cornerstone of the Bank's new IT Service Hub.

The Bank's mission is to do right thing by its customers and share its profits with them has resulted in significant growth for the business. This made having an excellent IT Service Hub to support the business a key priority.

"Our partnership with CoDigital, was one we knew we could rely upon while our team were busy and focused on other significant changes within IT."

Annette Natta, General Manager, Cooperative Bank

Business Objectives

- Determine the Service Desk business requirements for the IT Service Hub.
- Service design to meet the requirements and in alignment with best practice.
- Gain insight into industry trends.
- Evaluate service desk application options against requirements and make a recommendation.

The
Cooperative
Bank



Customers are at the heart of the Co-operative Bank, in fact, they own it and share in its profits. They are the only bank in New Zealand to do this and are proud of doing the right thing by their customers by offering a wide range of financial services.

Our Approach

We split the activities to help the Bank establish its IT Service Hub into two phases. The first focused on requirements gathering, the service design, and selection of the service desk application. The second was the implementation of the service design and selected application with new supporting processes.

In this first phase we interviewed key stakeholders to establish their requirements and with the leadership team designed the desired service model. We enhanced these findings with industry best practice to develop the requirements for a service desk application and evaluation criteria.

Our team led the evaluation of several service desk applications, analysing their ability to support the Bank's service design and business process. We designed a high-quality multi-channel IT Service Hub solution that used automation and workflow to support the self-service model the Bank desired.



Outcomes

- Detailed requirements for new Service Desk capabilities.
- Service model designed to achieve the requirements.
- Supporting process documentation and implementation approach developed.
- Service desk application evaluation, including gap analysis and final recommendation.

