

Background

The regional bank profiled provides a wide range of banking, mortgage, and investment services and credit related insurance products through 19 branches and an insurance office in Georgia.

Case Study | Regional Bank

Using Desktop Authority, the network administrator has instant access to bank tellers' desktops and can address tellers' problems without customers even knowing. As a result, the network administrator can address helpdesk problems ten times faster.

The Challenge

The regional bank is committed to serving as the number one community bank with the best customer service in town. The bank employs approximately 370 bankers in its corporate headquarters, 19 branches and a loan production office in Florida. In order to fulfill its goal of the highest level of customer service, bank tellers must assist customers with their transactions quickly and accurately. Most banking operations are automated through the bank's computer network workstations and tellers assist customers with account actions via this network.

As in most companies, bankers can call an IT helpdesk to assist with any technical problems while accessing or managing customer accounts. The network administrator for the regional bank is a member of their helpdesk team located at their corporate headquarters. He says that the helpdesk gets approximately 25 calls a day from tellers at the branches.

The regional bank's IT department is small, and the network administrator is challenged with answering tellers' helpdesk calls quickly while completing his other daily IT management tasks.

At the bank's branches, customers are waiting at the counter while tellers assist them. If a teller has a computer issue and calls the helpdesk to discuss the problem over the phone, the customer would then be aware of the problem. Not only would the customer feel annoyed by the delay in assistance, there would be increased concern regarding a computer error arising while accessing their monetary accounts. Every second wasted while the network administrator works to fix a teller's problem is time that the customer is waiting for service. In both cases, customer service is damaged. The IT administrator needed to find a solution that allowed him to access tellers' desktops remotely and fix their issue immediately.

The Solution

About one year ago, the IT department at the regional bank purchased ScriptLogic's Desktop Authority for company-wide desktop management. With Desktop Authority, the network administrator proactively manages, inventories, secures and supports desktops from a centralized location: the bank's headquarters. It wasn't long until he discovered that the remote management function of Desktop Authority allowed him to access a bank tellers' desktop immediately from his own machine.

Remote management through Desktop Authority is vital when the bank's IT administrator answers helpdesk calls. When a bank teller calls the helpdesk about a technical error, the network administrator can simply log onto that desktop to view the error. In most cases, the teller technical errors are as simple as an incorrect setting. With Desktop Authority, he

can view the users' screen from his own, identify the error and make the change, in just a few clicks.

Prior to Desktop Authority, the network administrator needed to speak with the teller to have him or her navigate through computer settings to identify the problem. Though the glitch may have been simple for an IT administrator to recognize and fix, the process could take five times as long for a teller to correct.

Since the teller does not need to physically call the helpdesk, the customer does not even realize that the teller is having computer problems. Other than a slight delay needed to correct the teller's computer settings, the customer is served with the quality and speed they expect.

The Benefits

For the regional bank, speed and quality of tellers' assistance is crucial. Using the remote management function of Desktop Authority, the network administrator has instant access to bank tellers' desktops and can address tellers' problems without customers even knowing. This is a direct benefit to customer service and supports the bank's mission.

Additionally, behind the scenes, the network administrator can address helpdesk problems ten times faster since the teller is not involved in the fix. More notably, using the electronic chat feature, he can work with several tellers at once, increasing efficiency by three to four times.

About ScriptLogic

ScriptLogic Corporation is a worldwide leader in network administration software for Microsoft Windows-based networks. ScriptLogic's award winning suite of desktop, server, and Active Directory management products help empower network administrators to proactively save time, increase security, and maintain regulatory compliance. With more than

16,000 customer installations that include nearly 4 million desktops and 91,000 servers, ScriptLogic solutions benefit any size network in any industry. ScriptLogic is a privately held company headquartered in Boca Raton, Florida.

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