



End-to-End Infrastructure and Cloud Estate Management for Leading Australian bank

A leading Australian bank partnered with ITC Infotech to manage the end-to-end infrastructure and cloud estate and strengthen IT operations during a critical transformation phase. ITC Infotech delivered comprehensive infrastructure support, enabled ITIL maturity through ServiceNow, facilitated seamless merger integration, and drove automation-led service improvements.

>30% productivity gains **~25% incidents reduction**

ITC Infotech is a leading global technology services and solutions provider, led by Business and Technology Consulting. ITC Infotech provides business-friendly solutions to help clients succeed and be future-ready, by seamlessly bringing together digital expertise, strong industry specific alliances and deep domain expertise. The company provides technology solutions and services to enterprises across industries through a combination of traditional and newer business models, as a long-term sustainable partner.



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CHALLENGES

- Complex infrastructure environment spanning VMware, Wintel, AD, SCCM, Citrix, and network monitoring
- Requirement for pan-Australia end-user computing and hands-and-feet support
- Need for modernization and upgrade of legacy systems
- Integration and knowledge transfer required as part of a merger
- Lack of mature ITIL process management and continuous improvement framework

SOLUTION

- ITC Infotech engaged to manage the end-to-end infrastructure and cloud estate
- Delivered infrastructure support across VMware, Wintel, AD, SCCM, Citrix, monitoring, and more
- Supported ongoing legacy modernization and upgrade initiatives
- Provided end-user computing and hands-and-feet support pan-Australia
- Enabled mature ITIL process management through ServiceNow adoption
- Facilitated seamless merger integration and knowledge transfer
- Implemented automation and a shift-left framework for continuous service improvement

RESULTS

- 25% reduction in incidents
- 30% productivity gain in 4+ years of engagement
- 50+ knowledge transfer articles created to strengthen service delivery
- Streamlined and stabilized IT operations with proactive management