

The Challenge

One of our most ambitious projects was working with **National Bank of Dubai (NBD)** a BMC customer who was being looked after by a local partner overseeing a BMC Remedy ITSM v7 upgrade project at the same time as the bank was merging with Emirates Bank.

This proved a challenge not only from a technical perspective, but also from a project management one as it involved working with IT teams from both banks.

The local partner was struggling with the technical aspect and also from a project management perspective and so NBD escalated this to BMC and asked them to take over the project directly. Although BMC has a presence in Dubai, they have no technical resources based there and so they approached Technosys to take over the project and to represent them on the ground.

Technosys consultants were able to turn around the project completely within three months from one which was failing to one of the most successful projects implemented within NBD.

Our team performed an excellent job within challenging timescales, something which later held up to external independent scrutiny when NBD engaged a third party to test the stability/performance of the solution.

Their verdict was that they had never come across any other BMC Remedy ITSM implementation which was configured so perfectly and which resulted in the best performance which could be expected from the architecture deployed by NBD.

There were further engagements between Emirates National Bank of Dubai and Technosys looking at reporting before the project was then handed back over to the local partner.

Contact us for further
information and to discuss
your requirements

Call: +44 (0) 1494 772 229



Key Benefits

- Up to 75% more productive (based on an independent study of the Service Desk user experience)
- Whole team using embedded social and collaboration tools
- Digital transformation through a natively mobile and social platform
- Make smarter, faster decisions with powerful in-app analytics
- Quick time-to-value with out of the box ITIL®, best practice reports, and KPIs