



# How a Financial Institution Reduced Service Resolution Time by 32% Across Support Operations

## CLIENT PROFILE

**Industry:** Banking & Finance

**Size:** Large financial institution with multiple departments and centralized support operations

**Location:** Headquarters in Singapore with services across multiple branch and office locations

## CHALLENGE

The financial institution faced significant challenges in managing service requests and internal support issues across departments. The absence of a centralized helpdesk system led to disorganized ticket tracking, delayed issue assignment, and limited visibility into service requests. These inefficiencies caused slower resolution, disrupted daily operations, and reduced control over support activities across locations. The lack of structured ticket management further limited operational accuracy, highlighting the need for a more streamlined solution to improve response efficiency and service continuity.

## HOW ASSET INFINITY RESOLVED THE CLIENT'S PROBLEMS

## SOLUTION

Asset Infinity provided a unified helpdesk platform that streamlined ticket tracking, improved issue visibility, and enhanced support coordination across departments and service teams.



## SUMMARY OF MEASURABLE BENEFITS

- **Faster Resolution:** Reduced service resolution time by 32%, improving support responsiveness across business operations.
- **Ticket Visibility:** Increased ticket visibility with centralized tracking across departments and support teams.
- **Better Assignment:** Improved issue assignment with structured workflows and better ticket-level visibility.
- **Support Control:** Strengthened control over service requests, escalations, and daily support operations.
- **Operational Efficiency:** Enhanced support operations by reducing delays and repetitive follow-up efforts.
- **Service Continuity:** Improved service continuity by enabling faster and more organized issue resolution.



## IMPLEMENTATION PROCESS

- **Initial Assessment:** Conducted a deep-dive review of existing support practices to identify process gaps and inefficiencies.
- **System Integration:** Connected Asset Infinity with internal operations to unify ticket tracking and issue visibility.
- **Data Migration:** Shifted legacy support records into Asset Infinity for accurate and centralized ticket management.
- **Workflow Setup:** Configured ticket categories, routing rules, and department-wise workflows for each support function.
- **Training:** Delivered hands-on training sessions for support and departmental teams to ensure platform readiness.
- **Ongoing Support:** Established a support plan with system reviews, monitoring, and process improvement recommendations.

## CONCLUSION

With Asset Infinity, the financial institution successfully improved ticket visibility, support coordination, and service resolution speed across operations. The unified system not only reduced response delays but also enhanced control over service requests across departments and service teams. The successful deployment of Asset Infinity reaffirmed the organization's focus on operational efficiency and service continuity. This transformation highlights Asset Infinity's capability to meet the helpdesk needs of banking and finance organizations, offering visibility, control, and measurable performance gains.