

CTG Provides Reliable Service Desk and IT Support to Leading Financial Group

The Client

In Luxembourg, our client has established itself as one of the leading banks in the financial market, successfully combining local expertise with a strong international presence. They are the largest financial sector employer and actively contribute to the financial market's development thanks to the diversity of its activities and the professionalism of its teams. The company provide services to individuals and professional and institutional organizations.

The Challenge

Our client needed a partner to consistently deliver the required levels of service for skilled IT service desk, request management, IMAC, and workstation update and security management. The support services would include all issues (incident, request, problem, and change management) related to applications, hardware and software, and operating systems, as well as onsite intervention for all branches in the Grand Duchy country.

The CTG Solution

Through its Managed Services offering, CTG provides:

- Incident management and request handling with a high resolution rate (above 70%):
 - Remote access to user workstations
 - First and second line

- End-to-end management of tickets with follow-up of customer and external third lines
- Support of standard products list and custom applications
- Knowledge management
- IMAC (install – move – add – change) onsite activities:
 - Service covering the entire country
 - Stock management and configuration management
- Workstation update and security. The customer has a guaranteed rate of compliancy (seven criteria) for its entire workstation park:
 - Patching level
 - Antivirus update
 - Disk encryption
- Applications packaging and deployment



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HOSTED IN
LUXEMBOURG



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CTG is a leading provider of digital transformation solutions and services that accelerate clients' project momentum and achievement of their desired IT and business outcomes. We've earned a reputation as a reliable, results-driven partner focused on improved data-driven decision-making, meaningful business performance improvements, new and enhanced customer experiences, and continuous innovation. CTG has operations in North America, South America, Western Europe, and India.