

SUCCESS STORY | BANKING & FINANCIAL SERVICES

A leading international bank in Indonesia strengthens its contact center reliability with Servion's end-to-end Infrastructure Support Services

Proactive monitoring, incident response, and continuous optimization ensure maximum uptime, security, and seamless customer engagement.



About the client

The client is a prominent international banking subsidiary operating in Indonesia, serving primarily corporate and institutional customers. Its service portfolio includes transaction banking, trade finance, lending, and market solutions. Established locally in the early 1970s, the institution plays a strategic role in connecting Indonesian businesses to regional and global markets across the Asia-Pacific. It operates under the supervision of Indonesia's financial regulators and complies fully with local banking regulations.

The challenges

As a mission critical banking operation, the client required its contact center infrastructure to deliver uninterrupted availability, strong security, and consistent performance. Any downtime or system vulnerability could directly impact customer trust, regulatory compliance, and business continuity.

Key challenges included:

- Maintaining 24x7 availability of contact center infrastructure
- Rapidly restoring services in line with strict SLAs
- Identifying and eliminating recurring incidents
- Managing system changes and upgrades without disrupting operations
- Ensuring the environment remained secure and free from vulnerabilities
- Providing continuous visibility into system performance and service levels

Solution offered

Servion delivered comprehensive Infrastructure Support Services, taking end to end responsibility for the technology management of the client's contact center environment.

Key components of the solution included:

- **Incident management:** Rapid response and service restoration aligned with defined SLA commitments.
- **Problem management:** Root cause analysis to identify underlying issues and prevent repeat incidents.
- **Change and release management:** Controlled deployment of system changes in accordance with the client's established change management policies and procedures.
- **Functional assurance:** Ongoing support to ensure all required functionalities operate as intended across Cisco and Calabrio platforms.
- **Service level management:** Continuous monitoring to meet agreed availability and performance SLAs.
- **Reporting management:** Delivery of regular, committed service and performance reports.
- **Performance and proactive monitoring:** Real time dashboards and proactive

monitoring to identify potential issues before they impact operations.

- **Security and patch management:** Regular system patch upgrades to address vulnerabilities and maintain a secure environment

Business outcomes

Through Servion's Infrastructure Support Services, the bank achieved:

- **100% availability:** The contact center achieved uninterrupted operations with no outages or downtime.
- **Enhanced security posture:** Regular patching and proactive monitoring ensured the environment remained secure and protected against vulnerabilities.
- **Operational stability and resilience:** Proactive incident, problem, and change management reduced risk and ensured consistent service delivery.
- **Improved governance and visibility:** Performance dashboards and structured reporting enabled better oversight and control of the contact center infrastructure.



Where Journeys **get done**

Servion is a US-headquartered global systems integrator with over three decades expertise in customer experience (CX) transformation. With over 1,000 employees worldwide, we support brands like Costco, Rogers, Roche, Farmers, and Citibank in delivering exceptional service solutions. Our JourneyWorCX™ framework amplifies human connection through intelligent technology, creating customer journeys that drive growth. Servion makes journeys that work.

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