



# AAIB improves efficiency of IT service management

Consultancy and training from HPE help to transform IT team

## Objective

Improve efficiency and flexibility of IT team, to handle demands of a growing business

## Approach

Reviewed potential consultancy and training providers

## IT Matters

- Received neutral, unbiased consultancy advice to assess and then design ITSM processes
- Created transformation plan for the next two years
- Built service catalogue
- Improved key IT staff's knowledge of IT processes and standards

## Business Matters

- Improved segregation of tasks between IT staff and allocation of resources, improving the alignment of IT to the business
- Increased efficiency of IT team



Egyptian bank AAIB needed to shift its IT team's focus from technology to processes and service efficiency, to help it cope with growth. It chose Hewlett Packard Enterprise to provide consultancy and training, which has helped it to build a service catalogue, define its ITSM processes, and create a transformation plan for the next two years.

## Challenge

### Processes for growing team

Arab African International Bank (AAIB) is Egypt's fastest-growing bank, both in terms of size and profitability. This growth puts continual pressure on its IT department, requiring it to be flexible and efficient in its service delivery, and to reduce time to market.

To meet these challenges, the bank's IT organisation aimed to move its focus from technology to processes and service efficiency, and to work in accordance with ITIL® and the ISO/IEC 20000 Standard for service management, which are based on global best practice in IT.

“When we looked at the market around ITIL, Hewlett Packard Enterprise came out as the best. We were already working with HPE as a hardware vendor, and when I attended an HPE training session organised by the Egyptian Banking Institute (EBI) I was very impressed – the session used many examples from banking and everyday life that made it effective.”

– AAIB spokesperson

The complexity of the transformation and its importance for the bank made it necessary to involve IT management experts. AAIB decided the best approach was to bring in an external consultant to support its desired IT transformation, and to provide help for consultancy and training, and then look at purchasing suitable IT service management (ITSM) tools later.

## **Solution**

### **Consultancy and training**

“When we looked at the market around ITIL, Hewlett Packard Enterprise came out as the best,” says AAIB’s spokesperson. “We were already working with HPE as a hardware vendor, and when I attended an HPE training session organised by the Egyptian Banking Institute (EBI) I was very impressed – the session used many examples from banking and everyday life that made it effective.”

HPE provided consultancy to help the bank’s IT team better understand the business’ needs, and to shift IT from a technology-centric to a service-centric organisation. It also delivered training face-to-face in Egypt, rather than remotely, EBI played an important role, firstly by introducing HPE as an education partner, and then acting as a project manager. HPE training for AAIB was partly carried out at the bank’s Cairo head office, and partly at EBI’s premises in the city.

### **IT transformation**

HPE managed the programme in accordance with HPE ITSM implementation methodology. First, HPE undertook a comprehensive ITSM assessment. Based on the assessment results, HPE then provided a transformation plan that covers the next two years.

As part of the consultancy, HPE defined and documented the new IT organisation operational and functional model, and supported the bank through implementation of the model. HPE also defined and documented 16 key ITSM processes and transferred knowledge to AAIB’s staff.

As a key part of the programme, HPE also provided consultancy services around change management, to help the IT organisation to transform its focus from technology-centric into a service and customer-centric approach. These included ITSM awareness training for the whole IT organisation, and ITSM foundation training for the bank’s key IT personnel.

The knowledge and experience of the HPE consultant in ITSM and ITSM tools helped the bank to make the right decisions. The consultant was not biased towards HPE’s tools over other vendors, and provided frank advice regardless of supplier.

## Customer at a glance

### HPE services

- ITSM assessment
- Definition and documentation of new ITSM processes
- Knowledge transfer
- IT organisation operational and functional model transformation plan
- ITSM training

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– AAIB spokesperson

## Benefit

### ITSM vision

Now, AAIB can organise the flow of work according to ITSM best practices, and re-organise the responsibilities for applications within the IT organisation. The consultancy from HPE has shown the bank’s team what it needs to do at a process, service and technology level.

With the new IT operating model and the implemented processes, along with well-defined roles and responsibilities, the IT organisation will be able to support the bank’s business growth. The bank will now find it simpler to segregate duties and adapt to change, with clearer organisational structures, which will increase efficiency. Due to the consultancy and training, it is able to increase its flexibility.

An immediate benefit is that AAIB’s IT organisation has now created a service catalogue, which has enabled it to build service level agreements (SLAs) with the bank’s departments.

“We understand ITIL methodology, and we know what our new mission is,” says the bank’s spokesperson. “We want to move forward – a better place to go.”

HPE provided one consultant throughout the project, and the bank’s spokesperson comments: “Having a single consultant was the best solution. As our single point of contact we got to know him and his way of thinking, which made it easier to work together.”

### Exceeded expectations

Strong stakeholder support from the CEO and IT director, as well as commitment from the IT team, ensured buy-in and successful project completion.

“The project exceeded our expectations, in terms of what was achieved and how it will help the bank,” concludes the bank’s spokesperson. “The consultant always went beyond what we expected in the information and documentation he provided.”

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