



## CASE STUDY

### Banking & Insurance



## Support and Operations Solution for Distributed Platforms in Critical Financial Environments

Implemented in: Chile

### Challenge:

Operate distributed and sensitive environments with multiple support levels, high availability requirements, user onboarding, and integration across service desks, business platforms, and financial operations.

### Solution:

Delivery of an advanced and scalable Service Desk model (N1 to N2), integrated with specialized support for critical platforms, distributed logistics, software management, access automation, and support for sensitive business areas such as treasury operations.

## Benefits:



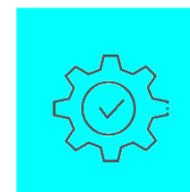
Structured and specialized support for distributed environments.



Agility in onboarding and access management.



Reduction of operational failures through standardization and automation.



More efficient operations with integration between IT and business.

**Tags:** Distributed Platforms; Multilevel Service Desk; Workplace Services; Contract Automation; Digital Onboarding; Asset Management