



CASO DE SUCESSO

## Banking and Insurance

### Integrated Workplace and 24/7 Service Desk Management Solution for Financial Institutions

Implemented in: Chile

#### Challenge:

Ensure continuous and standardized support for thousands of users distributed nationwide, in a critical financial environment with high digital dependency and uninterrupted operations.

#### Solution:

- Integrated Workplace Services (WPS) model with 24/7 Service Desk.
- Field support network with dedicated technicians.
- Access automation and end-to-end asset lifecycle management.



### Benefits:

24/7 operational continuity for **users and branches.**

Reduced response **times through automation and self-service.**

Greater control over **IT assets and inventory.**

Standardized support at a **national level.**

**Tags:** Workplace Services; 24/7 Service Desk; Remote Support; Field Support; Asset Management; Self-Service; Critical Operations; Managed IT Services.