

Client



KBC Bank N.V.



### Client Profile:

Founded in 1935, KBC Bank in Belgium, is one of the leading separate bank and insurance companies. KBC has more than 750 branches in 30 countries and the business scope includes Germany, Netherlands, Ireland, United Kingdom, America, as well as Singapore. And in 1997, KBC established a representative office in Shanghai. Since then it has started its business in mainland China. In 2002, KBC along with the branch in Shanghai has obtained a license to conduct RMB business, which means that this branch will carry out a full range of commercial banking services in the Great China region.

### Problems Faced by Client:

KBC has set up many branches in China and headquartered in Shanghai. However, due to the staffing and other reasons, the absence of professional IT team to handle daily technical problems in all branches, problems are encountered by users themselves. With the substantial increase in business volume, the use and reliance on IT equipment are growing rapidly. And at the same time, KBC has to meet the rapid development of future business and professional services all user needs, KBC started to integrate and manage the IT equipment and strategies in the country. Therefore, KCB hopes to look for a professional outsourcing service provider to provide professional and technical services as well as service management solution. The provider has to provide their customers in the Greater China region daily technical support services, and the provider should be able to quickly provide professional and technical personnel responsible for supporting in any emergency. Thereby the client can improve the overall IT department service quality, achieve customer satisfaction and lay a good foundation for future business development.

### NetCraft Solution:

After studied KBC's case and their practical needs, NetCraft provided a corresponding improvement measures and appropriate option. Considering the absence of a professional IT team in KBC branches, NetCraft provided KBC technical personnel in order to provide users on-site technical services, included routine technical problems solving, system upgrades and maintenance, new staff training, equipment vendor management, new equipment installation and commissioning and coordinate the IT team from the headquarter in management and so on. NetCraft also helped KBC Shanghai headquarter develop an unified management standards and service processes in all branches. We also provide emergency response services and support KBC a large number of IT personnel to complete projects and to support the future development in the growing business.

### Solution Result:

After using the services and solution provided by NetCraft, KBC has greatly improved the satisfaction on IT equipment from the users of all branches. It also effectively reduced the reliance on the Shanghai headquarter IT team by all branches. According to the monthly report provided by NetCraft, KBC headquarter can easily master the problems and efficiency of the IT equipment usage in all branches. Under the shortage of human resources or any emergency, NetCraft service team can provide full support and greatly improved the overall resource allocation and user satisfaction. ■