



Context

BNP Paribas Leasing Solutions is a subsidiary of BNP Paribas specialised in leasing solutions for professional equipment, offered either directly to firms and professionals, or through its partners, manufacturers, distributors and publishers. The subsidiary adds up to 8000 collaborators in 26 countries.



Mission

BNP Paribas Leasing Solutions has entrusted to d²X Expertise a mission of Service Level Management, with the aims of :

- negotiating and implementing the IT services' conventions, with all the subsidiaries,
- organising the SLM reviews : monitoring of the level of services (SLA/KPI/reporting...) and plans of action to optimise the IT service,
- initialise the recurring projects : opportunities, invitations to tender, budget....



Issues & goals

BNP Paribas Leasing Solutions Corporate must ensure the service's continuity and the maintenance of the level of application support.

Hence the challenges of our intervention :

- getting involved as early as possible into the project phase for the SLA aspects,
- be a source of proposals to optimise the levels of services on the whole of the IT perimeter : UNIX, Windows, Network, applications...



Benefits

In an ITIL® context, d²X Expertise has implemented an approach enabling :

- the construction and management of service conventions for all the subsidiaries,
- the measure of respect of the SLA/KPI,
- the continuous improvement of the level of service,
- last but not least: the challenge of the initial SLA.