



Banking,  
Financial  
Services and  
Insurance

dynamic.

Delivering agile, scalable services to  
the financial and insurance markets.



we simplify.

Transformational technologies

# Introduction



**Neil Blay,**  
Branch Manager

Over the past decade, the Financial Services sector has been subject to greater scrutiny and regulatory control. The rise of FinTech and 'Born Digital' organisations are increasing the need for traditional institutions to become agile and address legacy technical debt. Many institutions have started this journey and often an interim stage has involved 'bolting on' FinTech solutions to create a digital façade.

This approach has enabled the life of legacy systems to be extended, however by spanning both traditional and new platforms, an increase in risk has been introduced. There have been several incidents where breaches occurred, client data leaked, and this became public knowledge.

There can be a temptation to postpone critical renewal efforts indefinitely because the risks are seen as too great. Continuing to accumulate technical debt by serving outdated core and support systems can grind progress to a halt, stymie innovation and drive business to competitors. The strategic risks of operating with an ageing core are far greater than the project risks of renewing the core.

The Chief Information Officer of today is looking to drive innovation to reduce the time it takes to launch new products and services. The concept of open APIs shared outside the enterprise with ecosystem

partners is an emerging approach.

The pandemic has added further layers of complexity to organisations as the workforce went from centralised campus focused, to a remote homebased workforce. Less than 10% of companies have or expect all employees to return to the office, giving the need to keep employees 'connected', maintain a first-class customer experience and secure the 'edge'.

Future winners in the Financial Services industry will be those who can envision and execute business initiatives faster than their competitors, and at SCC, our ethos is to put the customer at the heart of what we do. New technologies constantly appear and evolve, and our position of independence ensures investment decisions are only made to adopt new ideas and technologies when they support our customers remaining competitive.



# Key Challenges in the Banking, Financial Services and Insurance Sector

## Maintaining Profitability in a Changing World

As the threat of recession looms over the UK economy, many organisations are facing the challenge of how to remain profitable at a time where austerity is striking many of their key customers and revenue streams.

With UK GDP growth averaging between 2.8% - 3.8%, lower than previously predicted, Financial Services organisations, particularly Banks are set to suffer. Price hikes for products and energy are hitting consumers at the same time as an increasing wage deficit. Households are now looking for ways to reduce their outgoings with many low-income households struggling to weather the storm of price increases.

Online Banks and Financial organisations, aligning with changes in client behaviour, are providing more options for accessing and spending money, increasing competition for market share. Organisations across the Financial Services and Insurance sector are having to adapt to the cashless and paperless mentality and digitise their services to remain relevant.

This change in behaviour offers an opportunity for Financial organisations to offset some of the financial risk of today's economy, by closing physical premises, reducing paper costs and reducing servicing contracts for the maintenance

and upkeep of legacy interfaces. However, these are short-term revenue boosters and additional efficiencies will have to be found.

## Adapting to the Modern Workplace

The way organisations are working has changed dramatically following the global pandemic, companies that have been historically office and city based are being forced to adapt if they wish to remain profitable and productive. Though a growing ideal over the last decade, flexible working was still very much a new construct until the pandemic pushed organisations to adopt flexible or hybrid working practices. Adopting a modern workplace has allowed the employees of Financial Service organisations to work with more freedom, from any location and still receive the same collaborative and supported experience they previously had in the office environment.

Although trying to accelerate their business transformation to a modern workplace, many Financial Services organisations are struggling to reach their full digital potential. This is because they are having to balance the need to digitally transform with new innovations whilst supporting their legacy IT environments and continuing to serve their clients throughout. The pandemic has served to emphasise the need for these organisations to transform

quickly. Continually adapting to maintain operations, while re-evaluating their organisation, can help them build a sustainable, if very different, business long-term. To remain competitive the finance and insurance sector need to become increasingly digitised. Embracing remote and hybrid working including changes to working locations, will allow access to new talent pools, new skills and increased automation.

The key to a successful modern workplace is in employee satisfaction. As Financial organisations become increasingly digital, employees have more choice on who they work for and when they work. To secure and keep the best skills and candidates, organisations need to offer a seamless IT experience, which encourages collaboration, is supported 24/7 and available from any location.


## An Increasing Threat and Compliance Landscape

The benefits of hybrid working becoming the 'norm' across the Banking, Financial Service and Insurance sector, are countered by the increased risk this is exposing organisations and their sensitive client information to. Many traditional organisations suffer from legacy infrastructure and technical debt, which is challenging their ability to address security vulnerabilities without significant investment and transformation. To secure their IP and proprietary data, as well as protect against significant breach fines

organisations must invest in advanced cyber security solutions to ensure operational resilience.

As Financial organisations begin to invest more into deploying technological innovations for digitisation and hybrid working, this change in threat landscape will drive regulators to expand the perimeter of current regulations to ensure new types of product, service or firm do not slip through the regulatory net. As new regulations emerge in line with technological innovations, Financial Services organisations will have to continually adapt to an evolving and fragmented regulatory framework.

In an attempt to adapt, many organisations have ended up with a labyrinth of compliance processes, leading to higher cost and poorer customer experience. But the emerging field of Regulatory Technology (RegTech, a subset of FinTech, allows providers to streamline their regulatory compliance solutions and rapidly assure transparent compliance to customers and authorities alike. RegTech promises to provide enterprise oversight, map the regulatory regime into business operations, and ensure an institution is meeting compliance obligations, whether its policies are distributed across jurisdictions and lines of business, and whether compliance processes are being executed effectively.

A man with dark hair and a beard, wearing a bright yellow long-sleeved sweater and blue jeans, is looking at a computer monitor. The monitor is on a desk, and the background is a light-colored wall with a red vertical stripe. The man is wearing a brown leather watch on his left wrist.

The government's 2022 National Cyber Strategy sets out how the UK will solidify its position as a force in the cyber space. The strategy calls on all parts of society to play their part in building a cyber resilient economy. This includes the prioritisation of cyber security across sectors including the Financial sector and highlights the need for capability building and more diversity in the workforce. The survey has led to the development and operationalisation of the Financial Sector Cyber Collaboration Centre (FSCCC) who work closely with the National Cyber Security Centre to identify and discuss vulnerabilities and strategies in the face of potentially serious, systemic cyber incidents. The FSCCC is formed by senior leaders from Financial organisations across the country and is a true collaboration developed to identify, investigate and coordinate the response to incidents that have potential consequences for the Financial sector, to better protect organisations and UK citizens.

### **Environmental, Social and Corporate Governance**

Banking, Financial Services and Insurance organisations must play their part in global efforts to address climate change, halt biodiversity loss and to respond to other social and environmental challenges. In 2021, the UK committed to reduce its greenhouse gas

emissions to net zero by 2050. As part of this promise, the government has a target to cut emissions by 78% by 2035. To achieve these goals an immediate, rapid and large scale reduction in greenhouse gas emissions is needed. A transition that cannot take place without a significant shift of investment into sustainable projects and green technology. The financial system is therefore critical to achieving net zero and protecting the UK's natural environment.

The 'Greening finance: A road to sustainable investment' report published by the government, recognises the vital role of the corporate and Financial sector in delivering upon the UK's climate objective. Having access to reliable, standardised information about the environmental, social and governance factors of a value chain, will improve decision-making, to help consumers to understand how responsible different investment products are.

With many financial products now being marketed as supporting climate or environmental objectives, the risk of 'greenwashing' has heightened, with consumers calling for a definition of what economic activities count as environmental sustainability. The lack of clear definition makes it difficult for companies, investors and consumers to clearly understand the environmental impact of their decisions. The risk this poses is

limiting the flow of capital into sustainable investments and could slow the UK's progress to tackling climate change. To address this, the government is implementing the UK Green Taxonomy. This will clearly set out the criteria which specific economic activities must meet to be considered environmentally sustainable and therefore 'Taxonomy-aligned'.

This requirement to provide Environmental, Social and Governance (ESG) data by Banking, Financial Services and Insurance companies for their products and services will cause them to increasingly rely on providers of ESG-related services, including ratings, data and verification. The associated expense of these providers will increase pressures on Financial Services organisations profitability.



# SCC's Services for Banking, Financial Services and Insurance

SCC has worked with Banking, Financial Services and Insurance clients for many years, during this time we have developed and continue to evolve our experience, knowledge and understanding of the key challenges faced by our customers in the sector. Our full portfolio applies to many areas that can support our clients dependent upon the specific nature of their business however we consider the following to be critical as the sector continues to evolve.

## Modern Workplace

Create a seamless in office experience regardless of working location through the integration of devices, software, storage and collaboration tools.

## 'As a Service' Consumption Solution

SCC's Consumption Solutions design bespoke payment agreements for all asset types including End User Devices, Infrastructure, Storage, Print, Audio Visual, Mobile and any associated services.

## Distributed Cloud Services and Application Modernisation

Cloud services and new platforms are required to underpin digital evolution goals. SCC identify, design and deliver the right workload strategy utilising public or private cloud to help unlock the power of data and drive competitive advantage.

## Managed End-Point Solutions

Prepare for the modern workplace with enterprise end-point management solutions.



# Modern Workplace

With the legacy of the COVID-19 pandemic, remote working is already creating entire new organisational structures and new business models for Banking, Financial Services and Insurance organisations. Implementing the right technologies across the organisation can make a massive difference to the client's experience. Additionally, as Financial organisations become increasingly digital, employees have more choice on who they work for and when they work; to secure the next generation of talented financial planners, analysts and brokers, firms must embrace flexible and remote work options and the tools required to enable a seamless IT experience.

SCC's user first approach helps our Financial and Insurance customers to evolve their current device-focused IT strategies to a worker, security, data and applications focused modern workplace.

Our Modern Workplace teams ensure our Banking, Financial Services and Insurance customer's IT infrastructure are secure, productive, connected, maintained and managed, delivering seamless collaboration and site mobility to their workforce and achieving exponential growth by aligning IT and business strategy. SCC will align people, process and technology to the following solution areas:

## Collaboration and Communication

The continued convergence of collaboration, audio visual, document services and traditional IT, combined with

the ubiquitous deployment of collaboration tools, puts SCC in a unique position to support Financial and Insurance organisation's digital transformation strategies.

A successful unified communications and collaboration strategy is at the forefront of enabling change in Financial Services. Whether it is in distributed delivery of financial services, the rise of new channels and modes of engagement, agile operations or meeting new regulatory guidelines, embracing a unified communication strategy, is key to the future success of Financial and Insurance organisations. Investing in a business communication solution will help Banking, Financial and Insurance organisations maximise efficiency and created a modern experience for client interaction which is key to expanding portfolios and maximising profits. Utilising communication features such as instant messaging, file sharing and video conferencing will help speed up the decision-making process and improve productivity across the organisation.

Printing is also an integral part of business processes for Financial and Insurance organisations. Implementing a print management strategy is often overlooked by businesses, however many organisations can make significant cost savings when they modernise their print estate and outsource maintenance to a managed print provider. As a highly regulated industry, data security must be considered when implementing any print solutions as it is imperative that

client information is maintained in a secure and compliant manner. Working with SCC's Document Services team, a managed print solution which has this mandatory security built in can be deployed, this will dramatically reduce print costs for Financial and Insurance organisations, ensure the security of their data and minimise waste (power and paper which will support the environmental objectives and targets set out in the government 'Greening Finance' whitepaper.

## Unified End-Point Management

Financial and Insurance organisations can streamline their processes for managing IT devices by deploying SCC's Unified end-point management service. This provides a centrally available, single administrative console for managing device security policies, asset inventory and compliance reporting. It enables IT to remotely manage corporate devices, including identity and access management, patch management, endpoint experience monitoring and technology adoption requirements. Understanding their IT estate and ensuring end-point security is key to Financial and Insurance organisations meeting their regulatory requirements.

## Technology Adoption

Firms need to maximise the use of technology investments by embedding it into the culture of the organisation and upskilling employees so that IT becomes an enabler to their business success. Aligned to our

Modern Workplace Practice, our Technology Adoption team can deliver bespoke training to assure end user adoption, with our learning management services helping them to maximise the benefit of any investment in technology.

## Product Provisioning

Major IT investments and refresh projects can be daunting, as managing a number of suppliers requires a lot of coordination and can often see costs mounting. To avoid this hassle, Financial organisations often buy IT only when its required, sweating assets until they no longer function. SCC works closely with our customers to mitigate this procurement challenge, utilising our accredited partnerships with over 1,000 suppliers, we can guarantee technology availability and price competitiveness. Our National Distribution Centre supports our customers throughout the entire product lifecycle, from initial procurement to storage and logistics, certified data erasure, configuration, repair and finally, recycling and disposal.

## Service Desk

Offering 24/7 support for IT issues for employees is essential to ensuring the success of a hybrid working solution and keeping employees productive. SCC's Service Desk blends modern technology with standards-based, proven service management practice to ensure that our services align to the manufacturer's objectives, culture and infrastructure. As self-service portals, messaging platforms and applications that can complete tasks



without human interaction are starting to proliferate our home lives – utilising them for IT support will speed up issue resolution times for Financial and Insurance employees and empower them to self-help, removing the frustration of waiting for an IT engineer to be available. SCC offers a number of tailorable dedicated and shared service desk solutions for Financial Service and Insurance organisations which can integrate with other SCC services to form a bespoke managed support solution, available across all locations and geographies, on-site and remote.

### End User Support

To complement our service desk service, SCC also deliver a remote engineering field service which has been designed with the modern workplace in mind. It offers a truly user-centric set of services which get employees back up and running when IT breaks in as quick and easy way as possible. As an extension to typical break-fix support services, our remote field service is suitable regardless of the working model employed and is capable of supporting both on-site and remote employees for all of their IT deployment or fix requirements. By combining innovative self service options such as Tech Bar, Smart Locker, IT Peripheral Vending Machines, Repair 365 and Technical exchange with our national fleet of 150+ technical engineers, all IT kit is supported and user satisfaction guaranteed.

### Why SCC's Modern Workplace Services for Banking, Financial Services and Insurance?

SCC's Modern Workplace Services can help Banking, Financial Services and Insurance organisations to meet the ever changing expectation of the workforce and their current and future clients. Our services drive transformation into their business models to support portfolio growth and increased productivity. Additional benefits of creating a truly modern workplace include:

- Improved employee health and wellbeing.
- Collaborate seamlessly from any location on any device.
- Easy access to the support users require at the time they need it.
- Improved productivity with modern supported technology replacing legacy infrastructure.
- Improved security with transparency into how and what technology is being utilised.



# 'As a Service' Consumption Solution

The current economic and regulatory climate, as well as changes in customer, client and employee expectation are driving Banking, Financial Services and Insurance companies to transform working practices to become more agile, competitive and drive cost savings. Utilising the latest IT technologies is key to the success of long-term business transformation, however legacy environments and outdated IT kit are holding Financial organisations back from achieving their full potential. At a time when margins need to be protected, investing in IT equipment which will rapidly become outdated and depreciate in value, will not be high on the agenda of many companies despite the benefits of modernisation.

SCC's IT Consumption Service mitigates the initial investment in IT equipment by enabling organisations to transition from a Capex procurement model to an Opex model, where our specialist team structure a payment profile against the customer technology projects to suit their budgetary needs. This allows organisations to utilise the latest IT innovations, only paying for what they need, which makes future IT spend predictable and keeps cost down. We can deliver a consumption based model across all areas of technology from end user compute through to data centre services.

## Our Services

### Anything "as a Service"

The intention of SCC's 'as a Service' consumption model is to ensure that organisations who

are currently trapped by their legacy infrastructures avoid sweating assets for longer than is needed. Continuing to use obsolete technology requires additional support and has more associated costs, including the cost to recycle the asset following decommissioning from the IT estate. SCC's solution incorporates all the intrinsic steps in the lifecycle of an asset and provides them on a simple 'cost per asset' basis.

Working with customers, we can design payment agreements for all asset types including End User Devices, Infrastructure, Storage, Print, Audio Visual, Mobile and any associated services. Our agreements are bespoke to each customer requirement and can be structured to cover from 12 to 60 month periods.

### Device as a Service (DVaaS)

Our DVaaS solution encompasses the full lifecycle of IT asset procurement including catalogue management and purchases, configuration and delivery, maintenance and support and finally, decommissioning and recycling. This removes the burden from internal IT teams of managing a complex IT estate and allows them to focus on delivering against strategic business objectives.

Utilising our proprietary catalogue software Lifecycle™, customers and their users can log on to purchase pre-agreed IT bundles from leading IT vendors which have a fixed term and monthly charge. This can be an individual purchase or bulk purchase and all selected bundles are configured and then delivered to either a

centralised location or directly to an individual user. Support for the maintenance of the equipment is then delivered by SCC's geographically dispersed fleet of IT field engineers. Following the agreed refresh date, all IT is returned to SCC to be securely refurbished and either disposed or remarketed.

### Room as a Service

The shift to hybrid working is driving demand for more video conferencing enabled meeting spaces so that all staff can collaborate effectively. With studies showing that in approximately 94% of meetings at least one participant will attend virtually. Now seen as a business-critical tool, Financial organisations are having to invest in first-class audio, video and workflow solutions to meet customer and client expectation, who increasingly expect to interact remotely.

SCC Collaboration deliver ready-made video conferencing enabled meeting room functionality via monthly subscription. We offer affordable pricing per room per month across a range of standard room types from Small up to Boardroom sized meeting spaces ensuring consistency and a simple collaboration experience. We design, install, configure, test the collaboration technology, provide training and then deliver ongoing support. Technology refreshes are built into the service to ensure customers benefit from new developments in collaboration.

### Software Payment Agreement (SPA)

Renewing software and support on an annual basis means

having to negotiate a new contract each year. Vendors will typically increase prices each year for a renewal, typically by anywhere between 5%-25% per annum. Banking, Financial Services and Insurance companies will also have to factor in administrative costs associated with managing the procurement process. Many vendors offer discounts for multi-year options as they want to secure customers, however these incentives usually require companies to pay the whole cost up front.

The SCC Multi-year Software Payment Agreement solution allows Financial companies to take advantage of multi-year discounts from vendors whilst also being able to pay for the solution on an annual basis as if they were renewing annually.

## Why 'As a Service' Consumption Services for Banking, Financial Services and Insurance Organisations?

Banking, Financial Services and Insurance organisations need to protect their profits at a time of uncertainty, but also need to transform IT infrastructures to be agile in line with changing expectations. By shifting to a commodity pricing structure, Financial and Insurance organisations will be able to free up cash for investments and projects that will drive improved profitability and growth. The circular economy of the SCC service will also support 'green finance' objectives through the sustainable recycling of IT.



# Distributed Cloud Services and Application Modernisation

Modern businesses demand agile, intelligent business and IT applications. In practice, this translates to a growing urgency for Banking, Financial and Insurance organisations to move from legacy technologies to cloud based solutions. However, updating legacy systems is a major undertaking and the journey to the cloud can take many paths. Financial organisations can take an incremental approach to the transformation required, by creating a hybrid cloud solution, which is based on their organisational needs, maturity and readiness.

Data security concerns are top of mind for Banking, Financial and Insurance leaders. The growing threat of cyber attacks on Financial and Insurance organisations is driving them to modernise their infrastructures to solutions which have built in security to protect their clients confidential data, their intellectual property and meet regulatory requirements. SCC's Application Modernisation service can help Financial organisations reimagine and rearchitect their businesses and IT functions with an accelerated, efficient approach to transforming legacy platform-based enterprise applications.

Our service approach takes organisations methodically through a holistic review of their IT infrastructure to identify applications and the interconnecting workloads to identify which workloads could potentially be moved to a cloud environment and which need to be kept on-site. The role of SCC's Cloud Readiness Assessment service

is to ensure organisations get maximum benefit and an optimised performance from each workload. This approach offers flexibility to meet specific needs, no matter how complex. Some Financial services and Insurance applications cannot be moved to public cloud, due to regulatory and legal restrictions, so many organisations are opting for a hybrid cloud solution, which allows these workloads to be managed either on-premise or stored in a private or public cloud environment.

The Cloud Readiness Assessment focuses on three main areas of adoption:

- Creating an environment ready to receive enterprise workloads, including networking, security, backups, monitoring and identity and access.
- Migrating application services to the cloud across Infrastructure as a Service, Platform as a Service and Software as a Service.
- Ongoing operations once workloads are live.

To identify which applications and workloads are suitable for migration to the cloud, SCC will perform a cloud feasibility study which assesses customers' application landscapes, including the related areas of financial, business, operational and environmental factors. The output of this study is a readiness report which provides guidance on the suitability of existing applications to move to a cloud environment, areas of quick wins and estimated budgetary figures for the cost of migration.

Following the cloud application feasibility study, SCC can propose a number of storage solutions to enable organisations to maximise the productivity of their workloads and benefit from the flexibility and cost savings associated with consumption priced services.

Our solutions include:

- **Colocation** – Customers can maximise the return on investment of their current compute and storage infrastructure by hosting it in SCC's UK based enterprise data centres.
- **SCC Hyperscale** – SCC's Hyperscale Service allows customers to seamlessly host applications and workloads from multiple public cloud platforms, including AWS, Microsoft Azure and Google Cloud. The SCC service provides ongoing management, support and optimisation of an organisation's cloud environments.
- **Cloud+** – SCC's secure multi-tenant cloud platform, Cloud+ delivers a catalogue of cloud based compute and storage services based on a consumption model. This allows customers to host services in an enterprise data centre environment without large capital outlays.
- **Sentinel** – Sentinel by SCC is an enterprise level, fully certified OFFICIAL/OFFICIAL SENSITIVE Community Cloud platform, built specifically for public sector and related agency customers.

- **On-premise** – Certain workloads are better suited to an On-premise Cloud Service, we help customers derive the benefits of Public Cloud, by deploying an 'as a Service' on-premise solution to compliment, re-accelerate and enhance the customer Cloud Journey.

## Why SCC Application Modernisation for Banking, Financial Services and Insurance?

The benefits to Banking, Financial services and Insurance organisations of tapping into cloud-delivered solutions are unlimited. The cloud will enable them to drive improved customer experiences and insights, develop tailored offers, grow revenues, lower costs, find and onboard better talent and provide a consistent enterprise operation platform.

Working with SCC, Banking, Financial services and Insurance organisations can be assured that their cloud and application decisions are aligned to their business strategy and security requirements. Managing Applications through a hybrid network of on-premise and cloud will enable organisations to modernise at their own speed, but still take advantage of the technological innovations and process automation which are setting businesses apart and building competitive advantage.









we adapt.

Transformational technologies



# SCC Managed Endpoint Solutions

The way Banking, Financial and Insurance organisations are working has changed dramatically following the global pandemic. Companies that have been historically office and city based are being forced to adapt if they wish to remain profitable and productive. As Financial and Insurance organisations are embracing modern workplace solutions and flexible working, this is causing an increasing number of endpoints to connect to their network, causing the amount of security threats to increase exponentially.

Modern security breaches are growing in sophistication, making it increasingly difficult to protect the changing profile of endpoint estates using traditional security defence systems alone. From hardware breaches and privilege escalations, to supply chain hacks and data theft, organisations need to have a robust endpoint security platform to prevent attacks and reduce the scope of vulnerabilities. Effective endpoint security requires a comprehensive view of every device on the network. With many Financial services organisations managing thousands of endpoints across distributed, hybrid networks, identifying all devices, servers and cloud connections continues to be a high priority for IT executives.

By partnering with SCC, security and IT teams within the Financial Services sector can reduce their risk and close the visibility gap by discovering and managing endpoints,

shrinking the attack surface with rapid updates and patches to reduce vulnerabilities. The SCC Endpoint Managed Service allows organisations to consolidate their usage of multiple point products that deliver Patch, Vulnerability and Asset Management etc. into a single agent, with a single service cost per month, that helps guarantee the management and security of the user base.

## Discover

It is difficult for a Financial organisation's IT team to detect and secure each endpoint when managing potentially 500,000 separate endpoints. Whether it be PCs, laptops, servers, tablets or smartphones, these can be hard to track in entirety. Our core discovery service can provide a complete endpoint inventory in seconds. This includes identifying assets and providing Financial Services and Insurance customers comprehensive visibility of their hardware estate, along with the software and versions operating on the devices. Once discovered, the SCC managed service can help secure and take control of the hardware and software assets, to minimise risk and ensure licence compliancy across the estate.

## Manage

The SCC Vulnerability service monitors and assesses endpoints in real-time for operational and security risks, advising on remedial action where required. Vulnerability Management allows Financial Services and Insurance

organisations to identify, understand and react at speed to any endpoint device vulnerabilities and threats across the complete user estate. SCC provide monthly reports that provide recommendations to address any identified risks and vulnerability on a prioritisation scale for the execution of remedial work. Using the reports, we can help organisations facilitate a risk-based approach, to prioritise remediation efforts across the estate and with incident responses to address security threats. This is inclusive of both security and operational responses.

The SCC Patch Management service ensures that all endpoints operate at the most current patching levels. Capable of deploying patches across a range of Windows, Unix and Linux operating systems within seconds, the patching service enables a consistent, fast and scalable solution, which helps to enhance the compliancy and security of the Financial Services organisations endpoint devices.

## Why SCC Managed Endpoint Solutions for Banking, Financial Services and Insurance Organisations?

Financial Services organisations, at the forefront of managing wealth and information, while delivering innovative products, are far more likely to be targeted by cyber-attacks than any other type of company. It is key to

their business reputation to secure sensitive data and adapt to stringent compliance and regulation policies. Utilising a comprehensive endpoint management solution will enable Financial Services organisations to release IT resource to complete tasks which deliver greater business value and to have confidence in knowing their business is protected.



# Our Experience in Banking, Financial Services and Insurance



**The COVID-19 pandemic had a huge impact on the financial services industry. One organisation in the Financial Services sector, TSB, were challenged to adapt to changing circumstances and requirements brought about by the pandemic. In order to protect their staff, it was identified that IT equipment must be updated to allow employees flexibility in how and where they worked. This would allow TSB to continue running efficiently and safely.**

SCC provided TSB with a procurement framework to help them update their IT infrastructure and move to a modern desktop set up. The procurement tool, Lifecycle allows users to arrange a suitable time and location for delivery or collection of new devices. Using this tool, SCC scheduled the set up and roll out of 1700 new Dell devices across TSB's entire UK workforce, including deliveries to 400 home users.

The kit was deployed by specialist engineering resource who swapped out the old devices and returned it to SCC's refurbishment facility in Birmingham. Once there, Lifecycle™ was used to track them as they were fully wiped and refurbished and then resold. A return on revenue of £75,000 was received by TSB following the resale of the IT devices. In addition, by utilising our strong partnership and accreditation level with Dell, SCC secured additional discounts on the new kit and services delivered into TSB.

a new EA contract for TSB which consolidated their licences to save them approximately £6 million over a three year period.

SCC will be supporting TSB going forward to rationalise and consolidate the remainder of their software portfolio. As well as this, SCC is working on the deployment of new Poly and Teams equipment into TSB's executive meeting rooms. This technology will enhance their flexible hybrid working capabilities and will be fitted into 14 rooms across three of their key sites. SCC were chosen to complete this work following a successful demonstration and proof of concept working closely with our partner Poly, of whom SCC is a Platinum Partner.

Following the successful roll out of the new technology, TSB engaged with SCC to review and consolidate their Microsoft Enterprise Agreement (EA). This consisted of a discovery exercise to identify how many licences they held and how they were being used across the business. Using our expertise in Microsoft Dynamics and Microsoft365, as well as our strong relationship with Microsoft, SCC negotiated



## A Retail and Commercial Bank

**In 2017 the Bank tendered to find an IT service provider who could take over the management of the existing desktop estate, including the desktop support platforms in an 'as is' state. The desktop platform was in an ageing state running Windows XP and Lotus Notes, with many devices being eight years old.**

Having succeeded in winning the contract SCC initially transitioned the 'as is' service into support. This phase (completed in February 2018) provided a second line Helpdesk service which included problem management, incident management and change management all within an ITIL framework. The service also included a break-fix service to the existing Windows XP desktop estate based at major occupancy sites and branches. To ensure that no skills were lost when taking on the service, 17 key technical employees from the Bank were absorbed into SCC.

In parallel to the service transition project, SCC initiated a full desktop transformation programme which included the design and migration of the XP desktop estate to Windows 10, including Microsoft Active Directory, Office and Skype for Business together with additional tools provided by MobileIron and Ivanti. SCC also led the procurement and deployment of new HP desktop and laptops to across the business as well as establishing a business change network to ensure the project delivered effectively to all employees.

The upgrading of the desktop environment which included enhanced SCC monitoring, control and provisioning was referred to as the 'future mode of operation', its main objective to reduce cost and increase

the use of automation. This was achieved through the implementation of a self-service based approach to IT provision, from the request for new equipment to Helpdesk calls, individuals are now empowered with the toolsets and services required to reduce their reliance on engineers.

As a long standing delivery partner to the Bank, SCC continues to develop and enhance the service we provide in line with the Bank's strategic objectives, leveraging our specialist teams and vendor relationships to support this. An overarching, structured governance approach provides the framework within which regular service reviews and commercial checkpoints can drive discussion and development of new initiatives such as increased consumption of cloud services, software management and procurement efficiencies as well as enhanced service automation.

The contract with the Bank was originally signed for five and this has recently been extended for a further two years.





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