

Making work, work better for banking operations



Fishbone & ServiceNow help ATB Financial digitally-transform banking operations support to reduce cost; streamline workflow; deliver consistent, reliable services; and measure what matters using the ServiceNow® Platform.

70

Working days from concept to deployment

30%

Faster banking operations support

456%

First year return on investment

ATB is the largest Alberta-based financial institution with over 300 locations serving more than 775,000 customers, and with assets totaling more than \$54 billion. Core to ATB is their focus on putting people first. This mandate, in part, means they are always looking for ways to help their team members be as successful as possible.

In 2018 Fishbone, a ServiceNow Elite Partner, implemented Out of the Box ServiceNow IT Service Management for ATB. Soon after, ATB's leadership began to realize the potential of their platform to make work, work better for other areas of their business, including banking operations.

Seeing this potential, ATB invested in a pilot to bring service management to banking operations. Fishbone helped ATB to:

- 1) Define, design and architect a scoped application to eliminate redundant work and improve the service delivered to ATB clients.
- 2) Make work visible so that ATB can actively consolidate and resolve exception transactions faster, with full transparency and accountability to the business requestor.

"Leveraging our partnership with Fishbone and the power of ServiceNow as a platform to improve banking operations at ATB has allowed us to delight our customers while streamlining processes and considerably reducing our costs."

Paul Norris,
VP Experience Operations, ATB

Industry: Banking and financial services

Location: Alberta, Canada

Size: 5,500+ team members

Challenge:

Streamline banking operations to reduce cost while delivering a better, faster and more reliable service to front-line bank workers.

Products:

The Now Platform® scoped application tables.

Solution:

Fishbone led the requirements definition, architecture and design of the scoped application and supported ATB's internal development team to build and deploy the scoped application.



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