



PROFILE

One of the 10 largest banks in the U.S.

HEADQUARTERS

Toronto, Canada

EMPLOYEES

25,000

TOTAL ASSETS

\$258 billion

FOUNDED

1855

TD Bank

Freeing Users to Generate Their Own Reports

Business

TD Bank, “America’s Most Convenient Bank®,” offers a broad array of retail, small business, and commercial banking products and services to more than eight million customers through an extensive network of approximately 1,300 retail stores throughout the Northeast, Mid-Atlantic, Metro D.C., the Carolinas, and Florida.

Challenge

TD Bank wanted to move its reporting, analytics, metrics, and dashboarding maturity to the next level. Additionally, the team responsible for CA Service Desk Manager wanted to improve efficiency in getting key information out of the system in real-time, with greater focus and consistency.

Solution

Xtraction has been implemented into the CA Service Desk environment, specifically reporting against the Problem tickets. Xtraction has given TD Bank an improved reporting tool and streamlined internally developed reporting processes by removing the bottleneck and dependency on reporting specialists. Plans are in place to incorporate the CA CMDB data as rollout takes place.

Value

“Xtraction has allowed us to have more users generate their own reports, thereby removing reliance on our internal reporting group,” said Brian Mikkelsen, IT Manager. “The users very much value this independence.” Additional comments from TD Bank personnel concerning leveraging Xtraction include:

- The ease of installation and out-of-the-box Service Management solution enabled the organization to realize immediate value
- TD Bank rated Xtraction customer service and interaction regarding questions, issues, and modifications as very good
- Users have gravitated towards the intuitive and easy-to-use Xtraction interface
- The performance of Xtraction has exceeded expectations
- Additional CA service management products will be incorporated to Xtraction as they are implemented

Visit www.landesk.com or www.xtractionsolutions.com for more information on the benefits of Xtraction.

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For specific country offices visit www.LANDESK.com