



Context

BNP Paribas Corporate and Investment Banking (CIB) employs 16.000 people in 53 countries. CIB develops financing, counselling and financial market solutions. Inside CIB's IT, a team of Business Account Managers, based in GENEVA, is in charge of making the business applications operational and deploying them on the production's infrastructures.



Mission

BNP Paribas entrusted d²X Expertise with a Business Project Management mission, the aim of which is to steer and coordinate the operational capabilities and the activity of shared application implementation.

Regarding the concerned business areas, the Business Project Manager is responsible for performance, quality, availability and continuous improvement of the services connected to the applications he is in charge of.



Issues & Goals

RUN THE BANK !

ITPS-CIB must guarantee the service level of the business applications he is in charge of.

When putting into operation, the continuity of service and the maintaining of the application support's level are the guiding principles (applicative stability, equipment, configurations, etc...).



Benefits

d²X Expertise's contribution as far as resources management and processes steering are concerned helped to quickly optimize the ITPS' projects management and steering.

An immediate productiveness improvement is the result of this industrialization, and can be measured with :

- the reduction of handled operations' unit budgets,
- the volume reduction of interventions concerning post-deployment incidents' processing.