

Global Bank Saves up to 80% on Support Costs with Apty

Customer: Global Bank

Customer Profile:

America's leading financial institution provides full banking, lending & investment services to over 26 million customers at over 1,200 locations in the USA.

Usecase:

Training and On-boarding of Clarity PMM software
Industry Vertical:
Banking and Finance

A leading financial institution in North America implemented Clarity PPM software to streamline the planning of their engineering projects. However, despite extensive training and dedicated support, users faced challenges in fully embracing the platform. Complex navigation options, difficulty in locating specific forms, and ensuring accurate data entry hindered productivity and raised doubts about Clarity PPM's effectiveness.

After a year of employees' inefficiency and lack of productivity, the Global Bank wanted a boost in their Clarity PPM adoption and realize their software ROI. They needed a comprehensive solution to enhance user adoption, provide real-time guidance, and reduce support and training costs.

By partnering with Apty, an enterprise-grade digital adoption platform, they could optimize their user experience and software adoption

The Solutions and Benefits:

Apty's implementation provided more clarity and visibility into the key banking business processes. It not only streamlined and simplified employee onboarding training but also delivered significant improvements to the bank's overall performance.

Here's how Apty empowered the bank:



By providing step-by-step guidance, employees were equipped to follow business processes independently, reducing dependency on support and boosting efficiency.



Real-time data validations from Apty prompted users to enter information in the pre-defined format, ensuring data hygiene and eliminating manual entry errors.



By leveraging Apty's analytics and reporting capabilities, leaders gained visibility to proactively identify and address training roadblocks, driving continuous improvement.

\$275K

Saved on user adoption & training

\$30K

Users onboarded in 3 months

80%

Savings in support & maintenance

30

Days reduced in adoption time

Get Most of Your Enterprise Tech Stack with Apty.

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