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—Arvind Joshi, CIO of Khan Bank



Headquarters

Ulaanbaatar, Mongolia

Industry

Banking

Highlights

- Streamlined IT service delivery by seamlessly connecting its branch network
- Modernized their workplace through automated workflows
- Consolidated redundant, legacy service tools into one single system
- Standardized service processes to improve incident response and drive efficiency
- Increased collaboration between different teams in the organization

Khan Bank: Drives IT Service Management for Complete Digital Transformation

Running Mongolia’s largest bank

As Mongolia’s largest commercial bank, Khan Bank manages 512 branches and 762 ATMs across the country. It was originally set up as an agricultural cooperative bank supporting the country’s farmers and herders, many of whom still lead a traditional nomadic lifestyle. However, despite Mongolia’s unique landscape and demography, its citizens expect as much from Khan Bank as from any retail and commercial bank elsewhere in the world.

Khan’s unique challenges

Mongolia is one of the most sparsely populated countries in the world, with a population of merely 3 million dispersed across a vast 1,566,000 square kilometers. To serve its customers, Khan Bank is remarkably far reaching, with an office in every aimag (provincial) capital, soum (district) centre, and at the major border crossings. This poses unique challenges to the bank.

One of the more pressing challenges is connectivity, as much of the country lacks high-speed data connections.

Arvind Joshi, CIO of Khan Bank noted that, “The lack of automation in IT processes is one of the key obstacles our organization faces in trying to change the way we manage IT services. That the bank relies upon archaic and legacy IT service solutions is problematic given that the majority of our employees are spread across the bank’s more isolated rural branches which lack bandwidth capabilities. Only 1,000 of them operate in the well-connected head office in the capital, Ulaanbaatar.”

For the rural branches, operating with limited connectivity in remote locations underscores the importance of a strong IT service management (ITSM) system. With a fully integrated ITSM, strong coordination and collaboration between IT and various entities of the bank will ensure seamless and consistent front and back-end services to customers—even in the most isolated areas.

Customized and integrated solutions

“In a previous role, I witnessed first-hand what the ServiceNow platform is capable of. At Khan Bank, I knew that ServiceNow’s ITSM was the solution of choice when we saw how the team understood our unique challenges, such as language barriers, limited connectivity, and remote locations. More importantly, the flexibility of the ServiceNow platform meant that customized solutions could be developed to address our specific needs,” adds Joshi.

“About 70% of IT requests are now coming through our service catalog, which currently hosts close to 30 catalog items including reporting an issue, change request, system access, and even branch network services.”

—Arvind Joshi, CIO of Khan Bank

For instance, ServiceNow presented Khan Bank with a customized cloud-based ITSM system solution which users could fully utilize without learning complicated new skills. It was a solution that could also be easily integrated into the existing everyday process that employees had already grown used to.

With this service management system in place, Khan Bank created a modern workplace environment where they were able to refine and automate the workflows. This means that employees were able to replace email and documents with a more collaborative workspace using the automated business services that the ServiceNow platform offers.

The impact of automating the IT workflows across Khan Bank could be felt across other departments as well. Instead of utilizing emails, the platform enables employees to consolidate redundant, legacy service tools into one singular system. Having standardized service processes across IT and throughout the bank increases the speed at which requests are fulfilled and this leads to a highly efficient workforce.

With ServiceNow, IT service requests have become more visible across the board, leading to increased collaboration between different teams in the organization. This not only improved the incident-response process, it also strengthened workplace relationships.

“The early signs have been encouraging. About 70% of IT requests are now coming through our service catalog, which currently hosts close to 30 catalog items including reporting an issue, change request, system access, and even branch network services. This sharp adoption rate within a month of going live is amazing,” said Joshi.

What's in store for Khan Bank?

Excited by the possibilities ahead, Khan Bank is now looking at complete organizational transformation by consolidating and automating other processes within the bank. They hope that the successes they have had with IT can be replicated across the company, leading the change towards streamlining and structuring service management for every department in the enterprise, including human resources, customer service, operations, and much more.