



Baker Hill Combines 11 Databases Into One With MKS Integrity



“We have just scratched the surface of the potential to deliver outstanding service to our clients. MKS Integrity offers a single repository that can span across the application development lifecycle as we build improved client solutions. We now have an unprecedented level of visibility and traceability that allows us to deliver superior solutions for our clients.”

Stan Thompson, Release Manager, Baker Hill

Company Overview

Baker Hill, an Experian company, delivers solutions that address business process needs, and works as a trusted advisor to its banking clients. Baker Hill understands banking processes, knows how to implement technology to enable those processes and has a long history of client success from which to mine best practices. More than 1,200 financial institutions in all industry segments have drawn on Baker Hill's business expertise and have chosen its relationship management, credit origination and portfolio risk-management solutions as their enabling technologies.

The Challenge

Baker Hill promises a standard of service for its clients and internal staff using a formalized service level agreement (SLA). The SLA defines five different levels of issues and their corresponding response time. Baker Hill's commitment to excellent response time to customer issues is a large factor driving customer satisfaction.

There were 11 different databases used to track service issues within Baker Hill. The company's management team wanted to combine these databases into a single repository – that Release Manager Stan Thompson calls ‘a single version of the truth.’

In addition to physically consolidating these databases, Baker Hill wanted the ability to look across multiple solutions and multiple states of the lifecycle for each issue. This consolidated data repository would equip Baker Hill to respond quickly to better meet client needs.

Baker Hill - An Experian Company



The Solution

Baker Hill implemented MKS Integrity for development, source code, control and for the tracking of all issues. Baker Hill found that it could build its workflows to mirror its own processes using the flexibility of MKS's platform.

The workflows were easily built by Thompson and his team, and did not require a staff of programmers to maintain them.

In addition to its standard issue tracking process, the tracking of client implementation issues and post-implementation issues is now captured in MKS Integrity across four functional teams.

A fundamental component of this successful implementation was Thompson's training of his team.

Through an insightful plan and by engaging his team in the creation of workflows to automate processes, the implementation resulted in greater acceptance within the team environment.

The Results

When Baker Hill went live with MKS Integrity, visible results were immediate. There was an instantaneous increase in the response rate to client issues through built-in email triggers to various parts of the company. The company is now able to be more responsive to client feedback and the support staff feels heard.

Service level agreement performance to clients has improved dramatically since MKS Integrity went into production. Within seven months of the implementation, SLA performance increased from 91% to 96%.

Baker Hill uses both monthly activity and individual detailed reports to monitor and assess SLA performance. The company's objective is to continue increasing the SLA performance towards 100%.

Baker Hill uses dashboards to track Code in Process (CIP) issues during the testing of a release. These dashboards allow team members to see how they are exercising their test plans based on the number of build hours and CIPs. There are multiple table and line charts and dashboards that provide daily data and trends.

Throughout Baker Hill's solution delivery methodology, MKS Integrity plays a key role. From the first idea through release management, security audits, ASP hosting and traceability, MKS Integrity provides a clear, visible trail of the application development lifecycle.

Baker Hill can more readily provide auditors with a record of the entire process. All project release information is stored within MKS Integrity.

Business drivers behind the implementation:

- To create a 'single version of the truth' combining 11 databases into one with a single repository
- The ability to look across multiple solutions and multiple states of the life-cycle for each issue
- To accelerate responsiveness to client needs

Managed applications:

- Client issue tracking and resolution

Business benefits after implementation:

- Increase in response rates to client issues
- One month after implementation, met 91% of its service level agreement (SLA) criteria
- Seven months after implementation, met 96% of its SLA criteria

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