

Banking on innovation: How Nexon unified IT service delivery following a major merger



When two established Australian banks merged to create a multi-billion-dollar financial institution, they faced a critical challenge: how to unite their IT service delivery platforms whilst improving service experience to support hundreds of staff serving hundreds of thousands of customers across their branch network.

Two banks needed one platform

Following their merger, the combined institution emerged as a significant player in the Australian banking sector.

While the merger created exciting opportunities, it also presented significant operational challenges, particularly integrating their IT Service Management (ITSM) operations to maintain seamless support across the organisation.

The merger demanded an immediate rethink of IT service delivery. The institution had two separate legacy systems and processes, each configured for different ways of working.

Converting these into a unified platform wasn't just about technology - it was about supporting their vision for the future and ensuring they could deliver the seamless digital experience that today's customers and staff expect.

Legacy systems fall short of modern banking demands

With one legacy system approaching end-of-life and another running on ageing infrastructure, the bank faced an immediate need to modernise and unify.

"The way customers interact with banks has fundamentally changed," explains Stephen Ellis, Head of ServiceNow, Financial Services Industry at Nexon Asia Pacific.

"Many customers haven't visited a branch in months, except perhaps to sign official documents. To support this digital-first approach, internal systems must be just as efficient as customer-facing services."

The merger accelerated this need, as neither system was equipped to handle the increased scale and complexity of the combined organisation.

Legacy systems were holding back the delivery of the digital experiences that staff and customers expected. In the digital-first financial landscape, they needed a solution that could meet their immediate needs while matching their ambitions for growth and innovation.

The challenge was complex:

consolidating two legacy systems into one new platform to support over a thousand staff, merging distinct IT service management approaches, and modernising the underlying technology platform. This transformation needed to be achieved without disrupting daily operations across the extensive branch network.

At a glance

Industry

Financial Services

Challenges

- Legacy operations systems inadequate
- Ageing on-premise infrastructure limiting innovation
- Disconnected service delivery systems
- Complex change management across teams
- Regulatory compliance requirements

Solutions

- ServiceNow ITSM implementation
- Self-service portal deployment
- Support for lending systems
- Branch maintenance management
- Comprehensive training and support
- Future ITOM expansion planned
- Implemented encryption on Personally Identifiable Information (PII)

Outcomes

- Unified platform across merged organisation
- Enhanced visibility and control
- Streamlined staff onboarding/support
- Improved branch maintenance management

A partnership built on financial services expertise

The bank selected Nexon as their implementation partner, recognising their deep expertise in financial services and proven track record with ServiceNow deployments.

“In the financial services sector, you need partners who understand both the technical requirements and regulatory landscape,” explains Stephen.

“In collaboration with the bank’s team, we developed an approach that focused on not just replacing systems but reimagining service delivery to meet the strategy objectives of the merged organisation.”

Building the future of service delivery

Rather than simply ‘lifting and shifting’ existing processes to the cloud, Nexon led workshops to optimise the bank’s service delivery model and craft and considered data migration plan. This collaborative approach ensured the platform would support current needs and future innovation.

The solution centred on ServiceNow’s market-leading ITSM platform, providing:

- A unified self-service portal for staff across all locations
- Included support for lending systems and branch maintenance
- Streamlined processes for equipment, software and system access requests
- Comprehensive knowledge management capabilities
- Future foundation for IT Operations Management (ITOM)

The bank needed a platform that matched its market leadership ambitions and future vision. ServiceNow delivered everything they needed out of the box while offering the flexibility to customise as they grew. The platform proved intuitive to use and provided the smooth online processes that staff expected.



This transformation delivered more than just a technology upgrade. It created a foundation for continuous innovation that will support the bank’s growth and digital evolution for years to come.

Stephen Ellis
Head of ServiceNow, Financial Services at Nexon Asia Pacific

A safe and systematic approach to transformation

The implementation followed a carefully planned methodology to ensure success:

Discovery and design:

Before diving into technical implementation, Nexon facilitated workshops with both organisations to design optimal workflows and educate teams on ServiceNow’s capabilities, ensuring full platform potential.

Blueprint development:

Detailed documentation captured all requirements, data structures and desired features, creating a clear roadmap for approval before implementation.

Sprint-based delivery:

Priority features were developed in

sprints, allowing the team to see results quickly and optimise as they progressed.

Phased implementation:

The go-live was structured in two phases. It started with rolling out the core ITSM and requisition management. Once this was embedded, it was integrated with lending support systems and facilities management systems.

Comprehensive support post rollout:

- User acceptance testing throughout development
- Hypercare support during launch phases
- Train-the-trainer capability building
- Portal documentation and quickstart guides
- Support transition planning





Unifying service delivery across the organisation

The new ServiceNow platform serves various stakeholder groups across the organisation:

Internal service teams:

- Comprehensive tools for managing service delivery
- Streamlined break/fix request handling
- Efficient staff onboarding processes

Branch managers:

- Centralised management of branch technology needs
- Simplified software and hardware procurement
- Streamlined maintenance requests

Staff members:

- Easy access to expert IT support and requests via any device
- Efficient onboarding for new employees
- Self-service access to common requests

Security at the forefront

As a regulated financial institution, security and compliance were paramount in the design and implementation of the solution. ServiceNow's built-in security features provided a strong foundation, with plans already in development for enhanced data protection.

"Operating in a highly regulated environment with sensitive customer data, security isn't just a feature - it's fundamental to everything we do," explains Stephen. "We're already planning additional encryption capabilities to stay ahead of evolving security threats."

Setting the stage for innovation

With ServiceNow ITSM successfully deployed, the bank is already planning its next phase:

- IT Operations Management (ITOM) implementation
- Enhanced data encryption and security
- Process automation and AI capabilities

About Nexon Asia Pacific

Nexon Asia Pacific is an award-winning digital consulting and managed services partner for mid-market, enterprise and government organisations across Australia. We offer clients a uniquely broad suite of solutions requiring end-to-end capabilities coupled with specialist expertise in security, cloud and digital solutions. As a certified and accredited local and state government provider, CREST and ISO-certified, Nexon Asia Pacific partners with world-class technology vendors to deliver innovative and integrated solutions.

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