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## SRS will enable AET to achieve its strategic priorities



The recent restructuring of our contract with American Express focused on enhancing client satisfaction through a variety of key areas including systemic process improvement and the deployment of standardized tools leveraging automation. In support of those key areas, IBM deployed the new Service Request System (SRS) in 2006.

This year, IBM will add greater functionality to SRS – a Web-based tool that acts as the single point of contact for American Express Technologies (AET) service requests – to further enable American Express employees to become more self-service oriented. New offerings will include:

- **Software Download Service (SDS)** enables American Express employees to download and install software themselves, rather than having to order a CD or open a desk-side ticket, saving approximately \$120 per visit. The top 15 most-requested software packages are available with more being added in future releases of SDS.
- **ID/Password Request and Reset** functionality will be expanded. Currently the Internet/Proxy and NAC password resets are available, with Lotus Notes, RACF, CAS, Active Directory and AmexWeb planned for 2007. Password resets account for the largest portion of helpdesk call volume. The online functionality is expected to reduce calls by 30 percent.
- **Virtual Server Self-Service (VSS)** will allow American Express to request and receive a virtual, standard server in a matter of days, rather than having to wait months by going through the RFS process. Initially only the Phoenix Windows 2003 E1 (development) environment will be available early this year; other environments and configurations will be available later in the year.
- **Asset Management Service Requests** including asset move, add and change requests, and the ability to change asset records will be added. This service will provide more accurate asset information and management ability.

SRS and its service request options enable IBM to partner with AET in supporting its strategic priorities by delivering a technical architecture that empowers the business -- bringing new products to market faster, providing a high-quality client experience, and delivering capabilities at cost and quality that exceed expectations.

Questions regarding this article can be directed to [Amy Sworan](mailto:amy.sworan@us.ibm.com) ([aesworan@us.ibm.com](mailto:aesworan@us.ibm.com)).

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### How to access SRS\*

More information about SRS can be found on the tool. To access SRS, follow these steps:

1. Go to [AmexWeb](#)
2. Sign in using personal AmexWeb user ID and password
3. Copy and paste the [SRS URL](#) into your Web browser
4. Use the SRS search function to locate SDS or the password reset functions

\*You must be connected to the American Express network.

### Experts on this topic



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