



Client Case Study

# Global Financial Services Firm



**Global Financial Services Firm  
Looks to Online, On-Demand  
Library as a Key Resource for  
Its Worldwide Information  
Technology Staff**

A leader in the global financial services sector sought to provide its international technology staff with a reliable, cost-effective source for up-to-date technology information that could be accessed at any time from anywhere in the world.



## Background

This organization is one of the largest financial services firms in the world with key financial and technical support centers located around the world.

## Challenge

The company has a footprint in every major financial market on the planet. It depends heavily upon a huge staff of IT professionals to deliver its customers the most robust, cutting-edge technologies and products available, no matter where in the world those customers are located.

The IT staff in every country must constantly update and maintain systems and processes to keep pace with technological advances. It is vital that the entire IT team has access to accurate, up-to-date information and resources they need to improve their technical knowledge and skills.

In many areas of the world there is limited access to the most current technology publications in print format, or in print format that is in the native language of staff assigned to overseas locations.

Having that reference material available is, however, critically important to the company's IT staff; without it, quality of work and speed of project completion are often impaired. And, without the most current technology in place, the company could not fully support its worldwide operations.

*"Safari Books Online provides our people with access to unbeatable content from great publishers like O'Reilly. It's convenient, easy to use and improves the quality of our work and our process efficiencies. We really appreciate the constant effort that Safari Books Online puts into expanding its range of content."*

**—Vice President,  
Global Financial Services Firm**

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### Questions?

Visit [www.safaribooksonline.com](http://www.safaribooksonline.com) for answers to commonly asked questions about Safari's products and services. Or, call a Safari Books Online sales representative at 1.888.619.1684 or email [info@safaribooksonline.com](mailto:info@safaribooksonline.com).



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When asked how much time they save looking for answers, researching solutions, finding code or helping colleagues do the same, Safari Books Online users reported that they save an average of 13.5 hours per month—nearly half the amount of time lost by technology workers who do not subscribe to the service.



## Solution

Providing the entire IT group with an online source for technology information meets the needs of the organization, and an on-demand digital library with compelling content from recognized technology experts is the logical choice. With Safari Books Online all of the IT team has convenient access to the knowledge they need, whenever and wherever they need it.

The company's IT team has wholeheartedly embraced the selection of Safari Books Online and now uses it for researching answers to questions concerning:

- › General Technology
- › Programming
- › Systems Development
- › Applications Development
- › Web Development
- › And more.

### About Safari Books Online:

Safari Books Online is an on-demand digital library delivering expert content in both book and video form from the world's leading authors in technology and business. Technology professionals, software developers, Web designers, and business and creative professionals use Safari Books Online as their primary resource for research, problem solving, learning and certification training. Safari Books Online offers a range of business-to-business product mixes and pricing programs for every organization, as well as business-to-consumer options for individual users. Thousands of books, prepublication manuscripts, short documents, articles and instructional videos are available at Safari Books Online in one fully searchable database from publishers like Prentice Hall Professional, O'Reilly Media, Addison-Wesley Professional, Microsoft Press, Sams, Que, Peachpit Press, John Wiley & Sons, Elsevier, IBM Press, Adobe Press, Cisco Press, Sun Microsystems Press, FT Press, Wharton School Publishing, Apress, Manning, New Riders, Apple Certified, Course Technology, Splash Media and dozens more.