



CASE STUDY

TURN TECHNOLOGY INTO A CHAMPION FOR THE BUSINESS

TRANSFORM

IT Transformation Takes the Organization to its Best Future State

THE BUSINESS CHALLENGE

Our client had just redeployed a new Tier 1 ERP platform in order to better support business initiatives and reduce costs. In alignment with this effort, the company decided to seize an opportunity for real business transformation: they would **“recreate” their IT organization** (ITO), building both a **best practices** environment that would scale for future growth and a culture that would **empower employees to take ownership** of that future. They needed a blueprint and the leadership to get them there.

AGSI'S HIGH-LEVERAGE SOLUTION

AGSI's proprietary methodology and on-the-ground observations from hundreds of ITOs provided the building blocks for transformation. Our BT3™ Framework – which defines the path to business technology effectiveness across an array of dimensions – was employed to quantify the current ITO's performance levels and gaps in three key areas: Methods and Standards (having an engineering approach to day-to-day service delivery), Project Management (having the knowledge and tools to meet particular project requirements), and Process Management (**consistently and profitably meeting business and customer requirements**).

With that insight, AGSI developed **a future state roadmap that defined required goals and competencies**, laid out techniques and tools for tracking those capabilities, and defined performance measures and accountability. **Every process and sub-process was mapped for optimization**. Skills assessment and gap analysis were performed for each employee, alongside development of relevant improvement plans. The ITO's structure was realigned to match lines of business, with a champion assigned to each. In tandem, the AGSI team worked with ITO leadership to facilitate execution on critical activities, and mentored staff with an **emphasis on transferring skills**.

Throughout, we focused on clear goals: drive improvement, make sure processes are as simple as possible and truly actionable, keep enterprise needs uppermost, and ensure that **every step aligns with business strategy**. Going beyond defining processes, we worked to facilitate ownership across the ITO team.

VALUE TO THE ENTERPRISE

Our client was able to mature its ITO from a reactive support organization to an integrated, measured and continually improving team. The new organization is **responsive, scalable and able to deliver value with the lowest possible total cost of ownership**. Most important, the knowledge transfer has empowered the ITO team to sustain growth and promote change.

IN BRIEF

CLIENT:

National Building Products
Manufacturer

ENGAGEMENT:

IT Transformation

CHALLENGE:

Align with other significant change initiatives to build an integrated, mature IT organization that can be a true champion for the business

OUTCOME:

Thorough identification of performance gaps, vision and roadmap for the future state, and transformation to a best practices environment