



CASE STUDY

WHEN TECHNOLOGY ISN'T SUPPORTING BUSINESS INTENT

OUTSOURCE

IT Managed Services Delivers a High-Value Solution

THE BUSINESS CHALLENGE

Our client, a world leader in its category, was undergoing significant turmoil related to its IT organization (ITO). **Daily service delivery was hindered** by an overly complex request process, and **major projects were delayed** more than a year. **The ITO overspent on the latest technology tools**, often failing to meet the real needs of the business. Company leadership had no clear view into the changes needed for resolution, and didn't want to compound problems by acting without insight. They needed an expert assessment and a much more responsive, productive approach to IT service delivery for the future.

AGSI'S HIGH-LEVERAGE SOLUTION

With a targeted, three-stage plan (**Evaluate, Execute and Evolve**), AGSI moved quickly to build and lead a high-value ITO. Proprietary AGSI frameworks illustrated that the ITO was operating at the lowest level of effectiveness, a 1 out of 5, on the eSCM scale established by Carnegie Mellon. Recognizing limits to communication within the current ITO culture, AGSI flexibly adjusted its assessment process to evaluate performance gaps and determine which client team members would remain and which skills AGSI would provide.

The evolution began immediately after the assessment, when AGSI took responsibility for the organization and began serving as CIO. Managed Services was launched, our client's technology employees became AGSI employees, and the combined team began moving the ITO toward a future state that would **support strategic intent and daily needs**. Technology strategy, roadmap and tools were tailored in a solution that focused on disciplined business technology effectiveness and the specific steps required to raise the ITO to level 3 (Good) on the eSCM scale. Bi-weekly reporting to the executive level and a much more open communication process with the wider organization rounded out the **progression to a best practices ITO**.

VALUE TO THE ENTERPRISE

Within the first year, **AGSI provided savings of \$400K** in ongoing operating expenses for our client, developed and executed a rational portfolio management plan, and delivered projects that had been stuck in the pipeline for over a year. Most valuable, the new environment broke down barriers and got the technology team actively engaged with the business, resulting in feedback that the new ITO is producing **"the best service delivery we've had in years"**. Our client gained a responsive and fiscally sound ITO capable of tactically delivering day-to-day support and strategically planning for the long term – one run by experts for whom technology is a core business.

IN BRIEF

CLIENT:

International Manufacturer

ENGAGEMENT:

IT Managed Services

CHALLENGE:

Break down bureaucratic walls and reconnect IT with its daily service mission; transform the organization into one that supports long-term business intent and rationalizes investments

OUTCOME:

A collaborative, transparent, strategic organization is "outsourced in place", reducing ongoing operating expenses by \$400K in just the first year