



CASE STUDY

WHEN TECHNOLOGY SERVICE AND VISION ARE IN CRISIS

OUTSOURCE

Managed Services Fills the Leadership Gap, Optimizing Performance

THE BUSINESS CHALLENGE

This client initially contacted AGSI because work was getting trapped, with **no visibility of projects within the IT organization (ITO) or tracking of basic project data, costs and expected completion dates**. Executives enlisted AGSI to determine the root causes of these issues, develop remediation plans, and provide immediate focus to stabilize the existing platform. The need became even more acute, however, when the company's IT leader left abruptly. AGSI was also asked to **provide interim leadership that could support the needs of their business from day one while establishing the roadmap that would drive continual improvement**.

AGSI'S HIGH-LEVERAGE SOLUTION

We were in place immediately with a functional Managed Services solution, **applying best practices leadership and structure that opened bottlenecks** for the business units and enhanced the team's ability to address problems on the fly. With successful daily delivery reestablished, we assessed the larger organization and found that the ITO was hamstrung by a lack of formalized processes and structure conforming to professional standards. The CEO, recognizing that the existing organization would not be sufficient to take the company where it needed to go, expressed the need for a more visionary ITO.

Using industry benchmarks and on-the-ground observations gained inside hundreds of ITOs, the interim AGSI leadership began modeling the desired structure. We focused on implementing practices that would increase effectiveness while reducing risk, with the goal of **taking the ITO from level 1 (the lowest level of effectiveness on the Carnegie Mellon eSCM™ scale) to level 3**. In the process, we were able to move multiple projects that had been stuck in the queue, create far more visibility for the IT work being done and for its importance within the company, and **introduce solutions that supported key new customers** for our client.

VALUE TO THE ENTERPRISE

Beyond the clear tactical value of AGSI's Managed Services solution, we also provided strategic value. Our identification of the root causes of our client's core issues allowed us to lay out multiple options and roadmaps so that **executives could make informed decisions about their future direction**. And with root causes exposed we were able to successfully repair issues instead of just applying a bandage until the next month as had been the case previously. **AGSI's interim leadership brought a tremendous variety of skills to the table** for this client, focusing on the right priorities and accomplishing them with speed.

IN BRIEF

CLIENT:

Energy / Smart Grid
Services Provider

ENGAGEMENT:

Functional Managed Services /
Interim IT Leadership

CHALLENGE:

In an environment of failed IT performance and planning, reestablish responsive service delivery and lay groundwork for the path forward

OUTCOME:

Leadership and delivery through a functional Managed Services model dramatically improved day-to-day business support, effectively addressed the root causes of performance issues and provided the vision for a much stronger future