

## Case Study – Food ingredients

Our Client is a division of a FTSE 50 group with 300 IT users in multiple global locations.

Itica provided temporary leadership of the client's IT team on a part-time basis during a period of significant change.

### Benefits

- > Lower cost than full-time equivalent
- > Flexible access to experienced resource
- > Stability during IT change programme
- > IT governance and independent advice
- > Budget savings totalling £360,000

### Situation

The client was undergoing significant change in how it delivered IT services, including a potential reorganisation of IT due to the Head of Information Systems transferring to another group company and the transition of its main UK IT operations into a shared infrastructure services model.

The divisional CFO wished to have an experienced IT leader manage that transition whilst he and the Group IT Director considered the future IT organisation design.

### Stakeholder comments:

*"Using a flexible resourcing model from Itica enabled us to benefit from having a more experienced and senior manager to deliver complex change ... that would have been a challenge for a manager capable of delivering our day to day service"*

Divisional CFO & Group IT Director

### Actions

Itica provided a senior consultant as the "Virtual IT Director" who acted as the main customer interface for a period of nine months. As part of the assignment the client had flexible access to Itica expertise covering strategic advice as well as project management, technical, commercial, and IT governance. This expertise was used as required and organised by the senior consultant so that the client experienced a consistent "look and feel" to all activities and to management communication and reporting. The senior consultant also represented the divisional CFO on the plc IT steering group and ensured a smooth handover to a new IT Manager at the end of the assignment.

### Results

The scope of the role was agreed with the client at the start of the assignment and the outputs measured against it on a regular basis. As well as providing stable IT leadership in a period of change, Itica delivered:

- > Transition of UK IT operations to a shared services model –servers, desktops, email, networks and fixed/mobile telephony
- > Revised help desk and service management processes to enable non-UK locations to interface with the UK shared service centre
- > A successful exit from existing infrastructure supply agreements, including TUPE of staff
- > Governance for the IT integration of two US businesses – infrastructure and applications
- > Technical appraisal of suppliers' server and storage virtualisation solutions
- > Head Office IT budget recoveries of £90,000 and agreement of a new cross-charge model
- > £270,000 savings from the commercial review and negotiation of a new US service support contract

## virtual IT Director

A Virtual IT Director is a flexible and cost effective way of providing pragmatic and experienced IT leadership for your business.



[www.ítica.co.uk](http://www.ítica.co.uk)

[viTD@ítica.co.uk](mailto:viTD@ítica.co.uk)

01223 393 539