

## Case Study – Fast growing Services Business

Itica lead the Strategic Sourcing initiative for the key infrastructure services of a fast growing Services Business.

We delivered the services together with the ITIL processes to manage each service.

### Benefits Delivered

- > New services to meet business demand for flexibility and consistency
- > Defined and measurable services
- > ITIL processes for managing the services

## Background

Our client is a global consultancy company with operations throughout the world. The business had grown rapidly and the IT infrastructure had not kept pace with this growth.

The growth in the client's business was driving the need for standardisation and common processes, but the legacy network would not allow effective deployment of global applications, such as CRM. The legacy network was an internet based VPN with no end to end service levels and involved a number of suppliers, technologies and management processes.

The client recognised that they did not have the capability to manage a sourcing project or construct the necessary documentation and the CIO selected Itica to provide the required expertise and market knowledge.

## Situation

The project scope covered the WAN, Internet Access (including security covering firewalls, perimeter Intrusion Detection and Anti-Virus, SPAM and Content Scanning), Remote Access and Business to Business connectivity.

The primary issues faced by the client were:

- > The legacy network's technical complexity, inflexibility and lack of consistency was constraining the provision of systems to support new working methods, a manifestation of which was that duplicate quotes were being given to the same customer from different offices with different pricing.
- > Systems access whilst away from an end user's host site was restricted and they were unable to access existing systems. This was a major issue as much of the client's assignments necessitate remote working by many personnel for extended periods.
- > There was no overall governance model in place so that technical changes or the introduction of new systems was prolonged, again constraining the business.

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### Actions

We worked with the CIO and used our four-stage consultancy process to transform the network service.

#### Discover

- > Document and benchmark the existing service
- > Create a statement of business drivers and infrastructure capabilities
- > Identify the gap between the current and desired states

#### Define

- > Governance Model for the delivery of the services
- > Options for the Service delivery, the Technology, the Implementation and the Sourcing of the services.
- > Service definitions for Network service

#### Decide

- > Sourcing decision – competitive Request for Proposal
- > Supplier selected – we pre-qualified four potential suppliers and issued a comprehensive RFP
- > Contract ready for signature

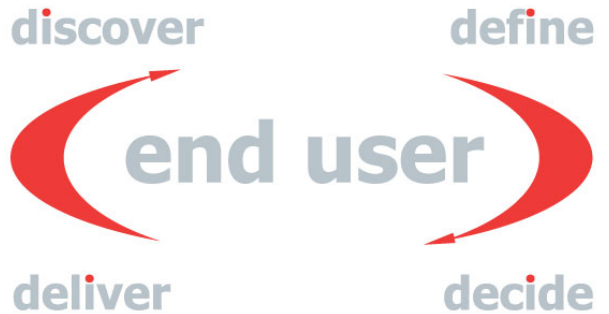
#### Deliver

- |                                  |  |
|----------------------------------|--|
| > Program management             | > ITIL process definition implementation |
| > Project definition workshop    | > Transition                             |
| > Service management definitions | > Reporting                              |

### Recommendations

The client accepted our key recommendations to:

- > Implement an IT Governance model covering the end to end services
- > Re-organise the IT organisation to deliver the IT Governance model
- > Align the IT infrastructure plans to the business objectives and priorities
- > Selectively outsource infrastructure components to deliver a step change in capability



### Results

Stable, reliable, cost effective services which met the business needs and enabled the implementation of global systems and processes to enhance the business.