

## Case Study – Infrastructure Outsourcing

Itica delivered the complete IT Outsourcing for a UK subsidiary of a large European Group.

We used the complete four stage Itica process to deliver the end to end solution the client required.

### Benefits Delivered

- > Unit and usage pricing for all services
- > Reduced total costs by 50%
- > Increased IT flexibility
- > Parent audited decision process

### Background

Our client is a UK subsidiary of a large European group who provide specialist services to Local Authorities and other Public sector organisations. The business was planning rapid expansion through acquisition, with a view to doubling its size within three years.

The IT infrastructure services were provided to the London Head Office and the twenty remote sites by another group company who were Application specialists, not infrastructure experts.

The infrastructure services had suffered from under investment and were perceived as unreliable, unresponsive, inflexible and expensive.

The client recognised that the infrastructure needed to change in order to support the expansion of the business. The client had no in house IT skills and did not have the capability to manage a sourcing project so the Group Finance Director engaged Itica to provide the necessary expertise and market knowledge.

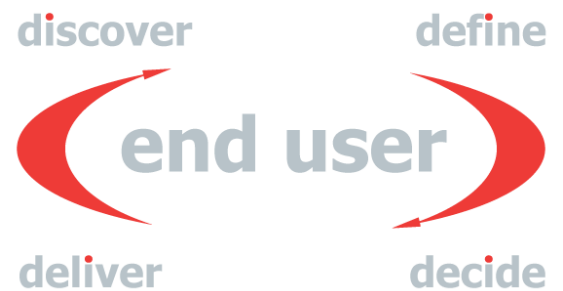
### Situation

The project scope covered all the IT Infrastructure services and the primary issues faced by the client were:

- > An imminent Capital investment was required for Server hardware.
- > The Email service was extremely unreliable and outages of weeks were occurring.
- > There was a lack of visibility of IT costs so that new business proposals were unable to accurately estimate their costs.
- > The high fixed cost of the IT Infrastructure did not allow costs to rise and fall in line with movements of the business and after losing two significant contracts, the business was left with high costs it could not recover.

### The Itica Process

- > **Discover**  
Document the business drivers and risks together with the service, organisation and cultural contexts.
- > **Define**  
Agree the business, service, commercial and governance criteria to be met.
- > **Decide**  
Select the best solution and supplier.
- > **Deliver**  
Transition and monitor performance.



### Infrastructure services in scope

- > Email
- > Desktop
- > LAN & WAN
- > Data Centre Services
- > Service Desk
- > Servers
- > Remote Access



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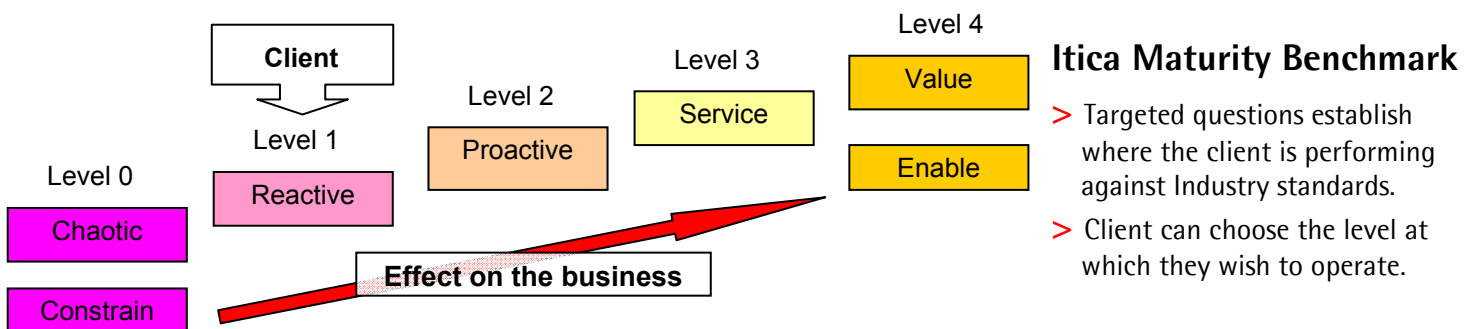
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## Actions

Itica worked with the Group Finance Director and used all parts of its four-stage consultancy process to transform the IT Infrastructure services. The Parent Company Audit group constantly monitored each of the steps in the process and were completely satisfied with the way in which the process was run and with the decisions that were made.

### Discover

We ran the Discover stage of our process to document the business drivers and risks and benchmark the current service. The benchmarking exercise showed the Infrastructure was being operated at Level 1, clearly constraining the business. Our key recommendation was to outsource the IT Infrastructure to deliver a step change in capability.



### Itica Maturity Benchmark

- > Targeted questions establish where the client is performing against Industry standards.
- > Client can choose the level at which they wish to operate.

### Define

The Define stage delivered the Governance Model together with options for Service delivery, Technology, Implementation and Sourcing.

### Decide

The Decide stage comprised a competitive RFP and negotiation process.

### Deliver

The Deliver stage managed the successful implementation of the services.

### Results

The client had stable, reliable, cost effective services in place which met their business needs and enabled them to flex the Infrastructure as needed.

### Key changes made

- > A fully managed Email service with Outlook 2003 functionality
- > A new MPLS based Wide Area Network
- > New Local Area Networks at all locations
- > Managed Security services – Internet – Firewall – Remote Access
- > Consolidation of servers from 40 to 10
- > Complete Desktop hardware refresh
- > Reduced total cost by 50%