CASE STUDY
ENHANCING IT ISSUE RESOLUTION AND PROJECT TRACKING
Without Impacting Customer Service Levels

OPTIMIZE & EXECUTE

THE BUSINESS CHALLENGE

Our client, a major manufacturer in the textile industry, was struggling as it grew. Because core applications supporting the growing business were aging, management identified a series of projects to improve the capability of the IT organization to meet the new demands.

As IT resources were shifted to these important projects, the company began to experience problems with its legacy applications. Initially, these problems were relatively minor, but **as the focus of development teams was drawn farther away from daily operations, the problems mounted into critical operational failures**, which highlighted the serious shortage of skilled IT personnel. As the rise of the System Incident Reports (SIRs) began to impact revenue-producing operations, senior management decided to seek expert help to create an SIR ranking/prioritization process.

AGSI'S HIGH-LEVERAGE SOLUTION

AGSI implemented a program to correct the SIRs and simultaneously conduct a root cause analysis for all defects.

The analysis showed that while system problems arose with some degree of regularity, not all of them had a significant impact on business operations. Moreover, those that did have an impact on business operations had only become a real problem with the diversion of IT resources. Finally, the AGSI analyses indicated that had there been a centralized process to manage assignment of business-critical problems, the impact of the problems would have been significantly reduced.

With this information, AGSI **re-prioritized the existing backlog of SIRs** to focus efforts only on those issues that were deemed critical to business operations. At the same time, AGSI **designed and implemented a custom tracking process**, along with a discrete set of tools to manage the assignment of business-critical SIRs for correction.

VALUE TO THE ENTERPRISE

By solidifying the legacy applications, AGSI enabled the company's IT group to continue to **focus on the badly needed new projects without impact to their higher level of customer service and without hiring additional resources**.

IN BRIEF

CLIENT:
Textile Manufacturer

ENGAGEMENT:
IT Project Tracking Application Remediation

CHALLENGE:
Identify and resolve escalating problems with legacy applications in face of resource diversion to growth projects

OUTCOME:
Existing backlog was analyzed and re-prioritized for criticality; new custom tracking process was designed and implemented

AGSI
BUSINESS TECHNOLOGY®
STRATEGY • GOVERNANCE • EXECUTION