IF TECHNOLOGY SPEND AND DELIVERY HAVE BECOME A BLACK HOLE

OUTSOURCE

IT Managed Services Delivers a High-Value Solution

THE BUSINESS CHALLENGE

Our client was undergoing significant turmoil related to its IT organization (ITO). Frustrated stakeholders pointed to delayed and over-budget projects, the need for better daily business unit support and communication, and the perception of **an IT black hole that consumed investment without accountability**. Company leadership had no clear view into current ITO workforce skillsets or the changes needed for resolution, and didn't want to compound problems by acting without insight. They needed an expert assessment and a strong, value-based approach to IT service delivery for the future.

AGSI'S HIGH-LEVERAGE SOLUTION

With a targeted, three-stage plan (Evaluate, Execute and Evolve), AGSI moved quickly to **build and lead a high-value ITO**. Team interviews and proprietary AGSI frameworks established that the ITO was operating at the lowest level of effectiveness, a 1 out of 5, on the eSCM scale established by Carnegie Mellon. An AGSI senior manager was appointed acting CIO to stabilize service delivery and align it with the larger business through the transition, while workforce skills and performance gaps were assessed to determine which client team members would remain and which skills AGSI would provide.

The evolution began on day one of Managed Services, when the client's technology employees became AGSI employees and we began moving the ITO toward a future state that would support the business's strategic intent and its daily needs. **Technology strategy, roadmap and tools were tailored** in a solution that implemented AGSI's Business Technology Effectiveness Framework to raise capability to level 3 (Good) on the eSCM scale. Transparent reporting to the executive level and consistent communication with the wider organization rounded out the progression to an outsourced-in-place, best practices ITO.

VALUE TO THE ENTERPRISE

In just the first two weeks of AGSI's engagement, our client realized $200K+ in annual savings when our audit of contracts turned up excessive software licenses and unneeded server back-up costs. Within 18 months, **AGSI improved the company's service delivery by 50% and reduced its technology spend by 24%**.

Most valuable, our client gained a responsive and fiscally sound ITO capable of tactically delivering day-to-day support and strategically planning for the long term – one run by experts for whom technology is a core business. Operations are predictable, performance metrics are clear, and **technology investment is based on the strategic intent of the larger business**.

IN BRIEF

CLIENT:
Mid-market Hospitality Company

ENGAGEMENT:
IT Managed Services

CHALLENGE:
Overcome significant operational shortfalls and transform the IT organization into one that fully supports business objectives and rationalizes investments

OUTCOME:
A responsive, transparent, strategic organization is built and "outsourced in place", improving service delivery by 50% and reducing technology spend by 24%

OUR CLIENT'S PERSPECTIVE

"We are convinced that this is the best solution to strategically align IT to our business objectives while improving tactical execution and managing costs. AGSI's IT Managed Services solution provides tremendous value to our business, our associates, and ultimately to our stakeholders."

- CFO / Client Sponsor