



IT MANAGED SERVICES AND BUSINESS TECHNOLOGY EFFECTIVENESS™

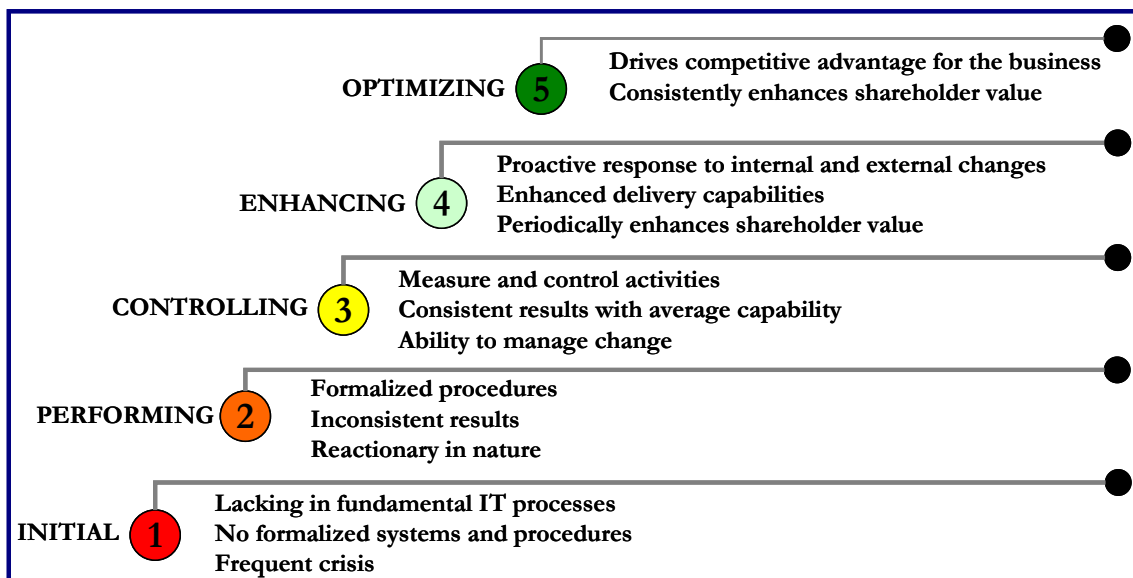
The Challenge

A leading mid-market hospitality company was unsure of the return on its IT investment. Key business stakeholders were growing increasingly frustrated with failed or delayed projects, poor support, and lack of communication from IT. The IT Organization (ITO) was operating within a vacuum...Total Cost of Ownership (TCO) was increasing...Stakeholder Satisfaction continued to decline. Changes in the company's business were putting increased pressure on the ITO to make rapid changes in the IT delivery model and scale of operations.

Our Solution

Despite the tension within the organization, AGSI was able to engage key stakeholders in a meaningful dialogue about the requirements of the company and the performance gap between IT and the Business units. Using its IT Managed Services and Business Technology Effectiveness frameworks, AGSI evaluated the IT Environment, Risks and Resources.

AGSI determined the ITO was hampered by very low capability in many of the required disciplines of an effective delivery model - assessing the overall ITO as "1" on the eSCM scale developed by Carnegie Mellon (Scale of 1 to 5 with 5 being highest). This is a common challenge in mid-market companies where IT is historically viewed as a "back office" operation and the focus is solely on tactical support for the business.



eSCM Capability Model by Carnegie Mellon

In today's business environment the challenge is to provide value on the strategic intent of IT while continuing to support the day-to-day operations with consistent tactical support. AGSI tailored a Managed Services and BTE™ solution for this company to: ensure alignment of the IT investment with the business strategy; provide support for the critical business processes; deploy a more effective team; outsource key components of the technical infrastructure; and implement the AGSI Business Technology Effectiveness frameworks to raise the efficiency of the ITO to level "3" on the eSCM scale.



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Business Benefits Realized

☞ Improved ROI

- Cost Reduction
 - Years 1-3 Average 8.5% each Year
 - Years 4-5 Average 3.5% each Year
- Efficiency Gains
 - Increased Capacity to Support, Grow and Change the Business
 - Improved Capabilities across IT Support areas

☞ Visibility

- Governance
- Risk Management
- Technical Stability

☞ Delivery Model

- Alignment between IT and the Business
- Ability to Plan, Execute and Deliver Projects
- Scalable, Flexible and Reliable

☞ Day to Day Focus on Tactical Execution

☞ Ongoing Guidance on Strategic Direction

