

“Itica transformed our IT into a stable, cost-effective service that met our business needs”

ALISTAIR BARBER GROUP FINANCE DIRECTOR

BENEFITS

- Complete transformation of IT infrastructure
- Total IT costs reduced by 50%
- Unit and usage pricing for all services

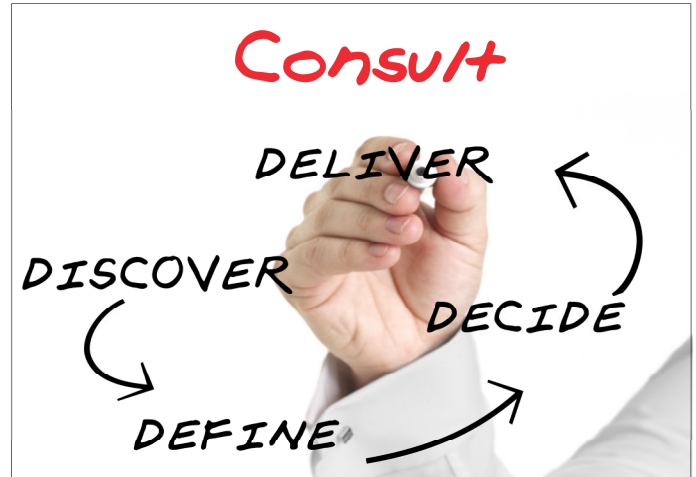
Large European specialist services provider

Our client’s IT infrastructure services were being provided to its London Head Office and twenty remote sites by another group company.

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

Our client recognised that the infrastructure needed to change in order to support the expansion of the business.

Our client did not have the IT skills or capability to manage such a transition, so the Group Finance Director engaged Itica to provide the necessary expertise and market knowledge



Itica

The project scope covered all the IT Infrastructure services. Primary issues faced by our client were:

- Imminent Capital investment was required for server hardware
- The desktop estate needed replacing
- An extremely unreliable email service, resulting in outages that in some cases were lasting weeks
- A lack of visibility of IT costs, giving rise to inaccurate estimates in new business proposals
- The high fixed cost of the IT Infrastructure did not allow costs to rise and fall in line with movements of the business.
- After losing two significant contracts, the business had costs it could not fully recover.

About our client

Our client is a UK subsidiary of a large European group which provides 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

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ACTIONS

Working with the Group Finance Director, Itica used its four-stage consultancy process to transform the IT Infrastructure services.

The services in scope covered Email, Service Desk, LAN & WAN, Servers, Desktop, Remote Access and Data Centre Services.

The parent company's audit group monitored the process and was completely satisfied with the way it was run and the decisions made.

A brief description of each stage follows:

Discover

The business drivers and risks were documented and the services bench-marked. This revealed that the Infrastructure was being operated at Level 1 ("Reactive"), clearly constraining the business.. Itica's primary recommendation was to outsource the IT Infrastructure and thereby deliver a step change in capability.

Define

The Governance Model was delivered, 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.

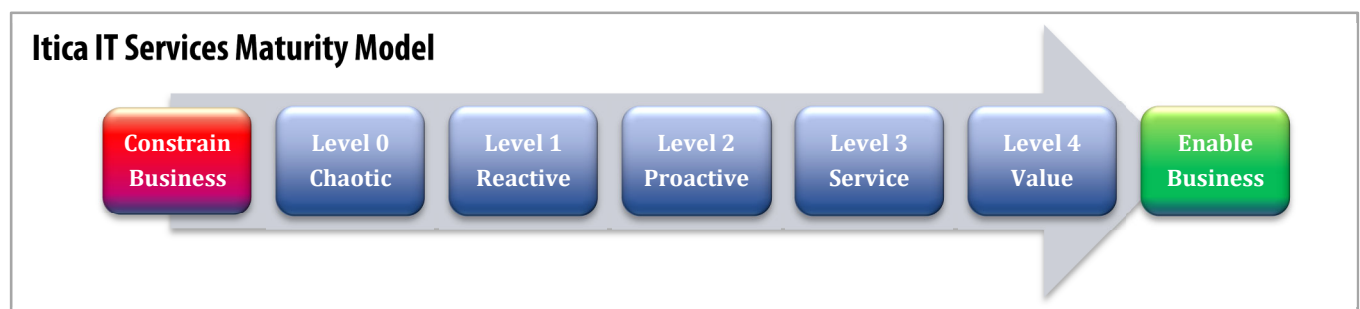
KEY CHANGES MADE

- 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%

RESULTS

Our client was provided with a stable, reliable and cost effective portfolio of IT services that were fully implemented and operational.

All of our client's primary issues had been successfully addressed, culminating in an IT ability that met its business needs and enabled it to flex the Infrastructure as needed.



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