

CASE STUDY

Chemical Company

CLIENT PROFILE: \$2 billion subsidiary of a German chemical giant, with US corporate offices in Connecticut. Corporate office acts as regional service center serving 7,000 employees for its decentralized divisions in 50 locations across North America.

BUSINESS NEED: While each division had the scale to support their own full-service IT departments, the corporate office with its 150 users did not have the expertise and staffing capacity required to run its 50+ diverse IT systems or to support complicated data communications. Due to the limited scale of its corporate office, the client could not hire a senior IT manager with sufficient experience to handle their complex strategic and managerial IT issues. Narrow career opportunities caused high staff turnover.

OUR SOLUTION: Implementation of an on-site outsourcing solution consisting of:

- Dedicated IT Manager and dedicated, on-site help desk to manage and support daily operations of US corporate office.
- Access to IT Evolution shared, virtual IT department for infrastructure engineering, application development, product sourcing and technology consulting.
- Access to IT Evolution template library of project plans, procedures, presentations, and cost data accumulated from cooperative knowledge center.

Application of proprietary methodologies for IT communications, planning, control, and service management. The IT Evolution team:

- Performed business process analysis and IT infrastructure design.
- Aligned IT mission to corporate strategic and tactical plans.
- Established effective financial controls to ensure appropriate return on IT investment, including annual budgets, project business cases, and monthly status reporting.
- Created procedures for incident, problem, change, release, and configuration management.
- Negotiated and managed contracts with third-party vendors.

OUR IMPACT: IT Evolution now supports such diverse business systems as Hyperion Financial Consolidation software, Ceridian HR and payroll, CPI patent and trademark software, Citibank Interplex Treasury software, and PriceWaterhouse tax management software.

IT Evolution managed and implemented over \$32 million in IT services and products, repurposed project designs and plans in far less time than was necessary for prior internal staff to develop, reduced expensive ad hoc outside consulting services by about 80 percent, represented the US corporate office in its communications with divisional and parent IT departments, developed annual IT strategy plans with each department to allow them to better serve their customers across North America, and provided its client with detailed auditing, cataloging, documentation, and time-tracking for its IT services.