

Enterprise IT Transformation Methodology Improves Business-IT Collaboration & Provides a Clear Strategy Roadmap



SITUATION

The client had embarked on a 3-5 year business strategy that included service line expansion, market expansion into new markets and sectoral strategy. The IT Organization was currently stretched with ongoing initiatives and required support to define and deploy new capabilities needed to support business on the proposed journey.

IMPACT

The customer was unsure about the feasibility of their strategy, even though there were clear market and competitive pressures to implement the same.

RESOLUTION

ITC Infotech leveraged its Enterprise IT Transformation methodology to address the customer's business needs and challenges. The solution helped improve collaboration between business and IT and gave them the confidence to proceed with their strategy and also provided a clear list of IT capability gaps with defined priority and cost estimates.

The Customer

The customer is a National Standards Body operating under the Royal Charter of the UK Government and provides Validation, Training, Inspection, Certification and Audit services to its global customers.



The Need

As part of a new business strategy, the customer expected to grow its service lines, penetrate into new markets and position its service offerings towards focused industry sectors. The client had requested for an assessment of their IT landscape to determine new capabilities and create a roadmap required to enable the business strategy.

Challenges

- The customer had designed a 3-5 year way forward post assessment of market and competitive forces, but was unclear about IT support needed for execution
- The IT team was stretched to meet existing demands and was unclear of missing solution capabilities to be developed

The Solution

ITC Infotech leveraged its Enterprise IT Transformation methodology to address the customer's business needs. Assessment was conducted across the following phases:

- **Defining the IT Enterprise vision:** An assessment of the customer's current business and IT landscape was conducted and key gaps and pain points identified in the current IT model
- **Designing the target IT Enterprise Architecture:** The target Systems Architecture and Information Model required to support future business needs was designed
- **Identifying gaps towards the desired state:** 8 key initiatives were defined for the customer's IT organization to address the capability gaps
- **Defining the roadmap with initiatives:** A prioritized roadmap was created with concept notes, estimates, budgets and time lines for implementation

Business Benefits

The primary benefit delivered to the client was the confidence to the business leadership that the business strategy roadmap was implementable and would be adequately supported by IT. Additional benefits included:

- Improving collaboration between business and IT, where key business stakeholders create joint plans with IT for their business initiatives
- Identifying key capability gaps in the IT organization to improve business engagement and a target IT operating model to address the same
- Implementing a new information model to improve application usage for business users

About ITC Infotech Business Consulting Group

The Business Consulting Group (BCG) at ITC Infotech is a converging point for business & IT solutions. We aim to transform business performance, bringing a strategic perspective on process improvement and IT enablement. Our team blends domain experts and consultants, bringing unique capabilities to discover and resolve business concerns of the day.

Our expertise spans Consumer Goods, Retail, Process Industry, Logistics & Transportation, across key business functions such as product development, production, supply chain management, sales and marketing management, field force management, and customer relationship management.

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