



IT Optimization

CASE STUDY

Client

The client was a major North American Telecom Equipment manufacturing company with global presence in EMEA, CALA and APAC. The client currently has been broken by business unit and sold to various companies due to bankruptcy filings.

Problem Statement

Early in 2000, the client had outsourced over 2000 applications and its array of data centers to CSC in move to simplify the portfolio, consolidate infrastructure, realize costs and position itself for implementing SAP as the core enterprise solution. In 2006, the client wanted to assist it's outsource partner CSC to move application support from NA to off-shore centers in India to realize further cost reductions and avoidance.

Challenge

- ➔ Wide sprawl of core applications and servers in North America
- ➔ Federal export control regulations (ITAR) and data privacy issues
- ➔ Compliance with NA rules, regulations and legislative mandates
- ➔ Ability to turn things around quickly to realize savings in a timely manner

Our Solution Strategy

- ➔ Discovery around the current environment that includes servers, applications, databases, storage, monitoring, governance and SDLC practices, charge back and funding model, etc. using the TOGAF approach and Client's Application Strategy and Investment Review Board Methodology
- ➔ Review and classification of all assets from SLA, support, export controlled data and logic and compliance perspective
- ➔ Identification and prioritization of applications to be moved with the highest value in terms of savings
- ➔ Comprehensive support to CSC to help build its off-shore support center in India, cultural bridging and facilitating knowledge transfer

Technology

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Consulting Value Add

- ➔ Provided an overall set of discovery analysis, architectural recommendations, strategic roadmap, project plan and costs
- ➔ Prioritized wave one of applications based on ease of migration resulting in \$16M in savings
- ➔ Established a process and approach that could be repeated for migration of the remaining applications in subsequent waves
- ➔ Managed wave 2 and 3 of application migration resulting in additional savings of over \$3M
- ➔ Ensure least impact during transition, minor impacts to CSAT and no impact to existing resources

Business Impact

- ➔ Over \$16+ M in cost savings
- ➔ Opportunity to retire or migrate legacy applications ahead of plan
- ➔ Re-allocate funds to improving operational efficiency and effectiveness
- ➔ Directing resources towards strategic projects that help in new product introduction and stream lining order management and fulfillment

FOR MORE INFORMATION

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