



STRATEGY

Supporting our clients to enable the transformation of their business, by designing and implementing effective and efficient information technology operations





STRATEGIC ALIGNMENT

Developing business led IT strategies, thought leadership in IT Operating models, IT transformational planning and roadmaps



IT COST OPTIMISATION

Identifying cost inefficiencies and ineffectiveness within IT, financial optimisation, total cost of ownership and benchmarking



IT IN MERGERS, ACQUISITIONS AND DIVESTMENTS

IT due diligence, integration and separation strategies



BUSINESS OF IT

Demand and portfolio management through to benefits realisation



IT OPERATING MODEL

Optimised delivery model for the provision of IT services to the business, organisation maturity assessment and design, technology centre of excellence and shared service centre development

CASE STUDY - IT REVIEW, OPERATING MODEL AND GOVERNANCE FOR GLOBAL UTILITY COMPANY

Background

The client organisation created a group wide IT function in 2010 and subsequently outsourced infrastructure in 2011, creating a centralised IT model. Following the changes the business underwent significant transformation, creating a specialised Retail Unit within the UK, which is heavily dependent on IT for operational and customer support. Furthermore, following the outsourcing in 2011 the business has faced numerous IT service delivery challenges to support the UK Retail business.

Coeus were asked to conduct an independent review of IT service delivery and project performance, the operating model and governance and how IT and the business worked together to support its customers.

Approach

Coeus conducted an 8 week UK IT Review to consider all aspects of IT provided to UK Retail Unit and assess the current IT capabilities and competencies to meet the business needs, covering:

- Analysis of current IT application and infrastructure service delivery performance
- Analysis of current IT project performance
- Review of IT operating model and governance and how IT faced off to the UK Board

Outcomes and Deliverables

The Coeus team worked with the IT team and the business to rapidly develop:

- Documented UK business and IT context, including a summary of current challenges
- Assessment of current capabilities and performance to meet today's and future IT demands from the business (including identification of gaps, consequences of any IT operating model / outsourcing contract constraints)
- Practical recommendations and action plan
- Board paper and presentation to UK Retail Unit Board

Benefits

The benefits of working with the Coeus team were:

- Clearly articulated business context, IT challenges and their impacts
- Robust set of recommendations and action plan that supported the need to set up the IT Change Programme
- Board paper and subsequent presentation secured funding to deliver the IT Change Programme
- This ensured the overall direction of the IT department remained aligned with business needs and with Group IT drivers.