

## We have delivered this for

In 3 months, we delivered a new global IT operating model for our client's international network, stretching across 26 countries. Integrating into their business, we reviewed and enhanced their approach to capability modelling; understanding their unique requirements to identify significant transformation opportunities and outline the necessary investment required in their people, processes, information and technology. Our engagement focussed on:

**Advising on the design of the global Transformation**

**Developing supplier selections to meet global Transformation Architecture and design**

**Identifying cost/benefit profiles from technology and process re-engineering requirements**

## What we achieved

Our enhanced operating model lead our client towards stabilisation, and acquisition.

**We led on the delivery of the IT Transformation, designing and implementing IT Operations Management functionality globally across 26 countries using a SIAM based model**

**Defined and developed our client's omni-channel customer engagement strategy**

**We led international engagement teams across Europe and Australasia to understand, and build in, varying requirements to resolve local issues to sign off an ITOM for each country**