cibsys

Strategy Review for a HR Consultancy

Client Profile

> Our client is one of the largest and most respected HR consultancies in the UK. They offer an extended portfolio of talent management services, thought leadership and best practice to their customers.

> With 5 locations and approximately 150 employees and 800 associates, knowledge management, the ability to cross sell and ensuring efficiency of their IT services was deemed to be critical to the success of this consultancy.

Challenges

Our client was formed as the result of a merger between three diverse companies, each with differing IT strategies. Months following this merger, our client faced significant difficulties due to a lack of rationalisation and vision for its IT services, resulting from:

No Cross Selling: The fragmented infrastructure inhibited cross selling across the company resulting in the loss of potential expected revenue. Furthermore it failed to realise expected cost synergies.

No Team Collaboration: There was an inability to transfer knowledge from one company to another due to varying systems in place in addition to multiple system log ins.

Irrationalised Infrastructure: A combination of internal and external services entailed duplicate services/contracts being maintained with no optimisation in place.

cibsys Approach

1. Assessed IT Value Chain
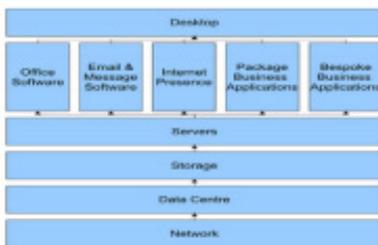
- ✔ Established strategic business objectives
- ✔ Documented and reviewed current IT budget and architecture
- ✔ Identified main risks and issues with current IT
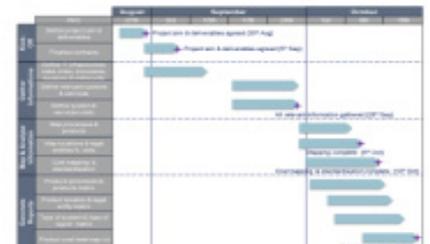- ✔ Identified main IT opportunities for improvement

2. Determined Scenarios

- ✔ Created options for each part of the IT value chain
- ✔ Aligned options to business objectives
- ✔ Created short-, mid- and longterm architecture options
- ✔ Determined costs impact (running and investment costs)

3. Agreed Strategy & Roadmap

- ✔ Presented scenario options to the board for agreement
- ✔ Determined roadmap to implement agreed approach
- ✔ Assisted with execution of the approach via programme management services
- ✔ Ensured benefit realisation

Key Outcomes

Cohesive IT vision & Infrastructure:
- ✔ Agreement from all board members was obtained ensuring the organisation had a cohesive IT roadmap
- ✔ and strategy.
  Single infrastructure platform was put in place.

Cost Transparency & Savings :
- ✔ A more rationalised IT infrastructure allowed for a more transparent view on IT costs and servicesallowing our client to understand where optimisation and cost savings can be leveraged going forward.

Value creation

Following the successful completion of the year long implementation plan, our client realised the following benefits:

- ✔ Cross selling rose by 33% within 6 weeks of the project concluding due to increased accessibility of systems as well as enhanced team collaboration.
- ✔ Calls to the IT help desk reduced by 1/3 due to a more rationalised IT infrastructure.
- ✔ Optimised resource and supplier contracts where on track to delivery a return on investment in less than three years following the implementation.

Contact

123 Minories
London
EC3N 1NT

Im Pruefling 8 HH
60389
Frankfurt

www.cibsys.com
info@cibsys.com
+44 845 371 1510