

SERVICE DESCRIPTION

Supporting Changing Business Operations – Effective Transitioning

The most challenging times for a company often occur during a major business change, such as a merger or acquisition, relocation, rapid growth or shrinkage, expansion into international markets, a new line of business, or a major outsourcing initiative. For most companies, handling significant change rarely goes as smoothly as planned, and the evidence appears in ballooning costs, frequent delays, workforce stress, and disruptions in relationships with customers and partners.

In a merger, for example, the combined organization must bring unity to its processes in accounting, sales, marketing, supply chain, human resources, CRM, and many more areas. On the IT side, this means major adjustments in the systems that support these business processes, such as accounting systems, ERP platforms, customer-facing websites, sales automation tools, and numerous custom applications. The IT organization is called upon to plan and execute the complex tasks of application integration, data integration and migration, and the decommissioning of legacy systems.

A major business change event drives infrastructure transformations at a basic level that tax even the most proficient IT organizations. These include the integration of multiple LANs and WANs, and the consolidation of domains, directories, e-mail systems, knowledge management, data storage, data centers, and telephony systems. A newly unified IT organization also has to harmonize its own processes related to technical support, service delivery, continuity, and security. Often this needs to happen with the additional challenges of distance, multiple time zones, contrasting corporate cultures, redundant resources, limited funding, and the requirement of minimal disruption to the organization's regular operations. As a final challenge, the business requirements can be expected to evolve and require rapid adjustment by the IT departments, since new information appears after the change event has become official. All of these actions need to be accomplished while the normal stream of business and IT activity continues.

MANAGING CHANGE EFFECTIVELY

IT Evolution has successfully applied effective approaches to reduce the challenges of major change for the IT organizations of its clients. IT Evolution provides assistance for change initiatives in areas for which an IT organization might not have the necessary skills, experience, or available resources. In partnership with both the business and IT teams in a company, IT Evolution delivers expertise for these activities:

- ✓ **Strategic planning** – Work with the business to define the IT parameters of the new business model, e.g. in a merger which infrastructure, application and support process architecture will be dominant; review and define the new organizational model and processes; define a high level work program with defined business checkpoints.
- ✓ **Risk assessment and mitigation** – Identify and mitigate risks in areas that are key to minimizing disruption during a major business change: Continuity, Sustainability, Security, Performance, Scalability, and Efficiency.
- ✓ **Business process harmonization** – Work with the business to unify disparate business processes as a basis for managing technology change.
- ✓ **Program and project management** – Identify, scope and manage the projects required for implementing specific technology changes, all within an integrated program of interdependencies and resource requirements.
- ✓ **Requirements management** – Apply business analysis best practices to elicit, document, and trace functional and technical requirements for projects related to technology change.
- ✓ **Financial management** – Work with IT leaders to budget and monitor IT spend during technology change.
- ✓ **Resource management** – Work with IT leaders to evaluate organizational structure, and to optimize the allocation of internal, external, and vendor resources for smooth service delivery and project execution.
- ✓ **Infrastructure management** – Assess, design/redesign, implement, and monitor the technology infrastructure – LAN, WAN, SAN, desktops, telephony, etc. - according to business needs during a major change.
- ✓ **Data management** – Profile existing data, and design and conduct data integration to harmonize and unify disparate systems during a major change.

- ✓ **Asset management** – Develop or expand best-practice asset management to cover all technology assets – hardware, software, etc. - of the transformed business in order to control costs and reduce risk.
- ✓ **Vendor management** – Review existing technology-related contracts and services to optimize the use of vendors during business change.
- ✓ **Knowledge management** – Provide comprehensive and accessible documentation, training, and knowledge bases as a foundation for ongoing sustainability during and after major technology change.
- ✓ **Team Building** – Work with IT leaders to merge disparate IT teams into high functioning service providers

IT EVOLUTION – SUCCESSFUL TECHNOLOGY CHANGE AGENT

Our team of highly experienced senior consultants and technology experts have provided IT management and technology change services to many companies going through mergers, consolidations, acquisitions, relocations, divestitures, rapid growth, and large outsourcing initiatives.

Our methodology combines years of experience with best practices from standards such as the Information Technology Infrastructure Library (ITIL), the Project Management Institute's PM Body of Knowledge (PMBOK), the International Institute for Business Analysis (IIBA) Body of Knowledge (BABOK), and others. Our high client satisfaction rate testifies to our ability to apply practical solution approaches while enhancing an organization's own knowledge and skills.

IT Evolution's assistance has been key to successful management of major change for a number of companies. For example:

- For a global chemical and consumer products manufacturer, IT Evolution provided award-winning program management services in coordinating a portfolio of more than 40 technology projects involved with an initiative to outsource HR and finance functions to an off-shore location
- For an Eastern U.S. energy company experiencing rapid growth, IT Evolution provided assessment, design, and implementation services to build a network infrastructure that effectively accommodates the company's increased scale associated with new plants and a new business line.
- During the merger of two not-for-profit companies providing services to libraries in 10 states, IT Evolution provided program planning and management, business analysis, data integration, and infrastructure redesign and implementation services.
- For a food and pharmaceutical products manufacturer undergoing significant reorganization through acquisition, IT Evolution managed the successful redesign and relocation of the company's technology infrastructure.

We offer a free, half-day evaluation which includes an executive summary of observations and recommendations for helping you better understand opportunities to improve IT performance and effectiveness.

ABOUT IT EVOLUTION:

Serving Pennsylvania, New Jersey and Delaware companies for more than 15 years, IT Evolution provides information technology services. The firm provides a full spectrum of IT services including IT consulting, data management, program/project management and infrastructure services and support. IT Evolution has senior, experienced, local resources delivering solutions that are right-sized for its clients' needs. The company's motto is, "We can help" and is recognized as one of the fastest growing companies by the Philadelphia 100, South Jersey 25 and INC 500/5000. For more information, please visit www.itevcorp.com or call toll-free at 888-464-1845.