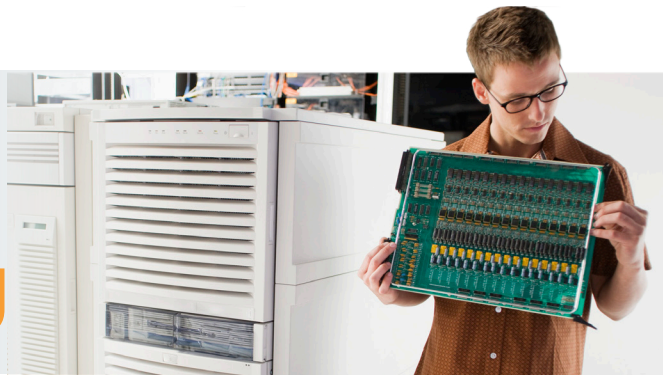
IT Solutions

Case Study:

Infrastructure Support Consulting



CDI puts client on course to reduce IT infrastructure support costs by 15%.

Client Description:

A leading aerospace company and manufacturer of commercial jetliners and military aircraft.

Background:

When the client announced the addition of a new manufacturing line for their largest commercial airliner to date, they also embarked on an effort to optimize their material resource management systems and infrastructure support. Lean manufacturing practices were already taking a foothold and promised savings of nearly 15% on the manufacturing floor when fully implemented. Management looked toward IT to find a way to do the same.

Business Issue:

The client was implementing a new material resource management system that promised to reduce handling costs, delivery time and inventory of parts in an effort to reduce overall manufacturing costs and support the lean manufacturing goals already in place. Our client forward-priced their new commercial airliner line to remain competitive in the market with the anticipation of the savings they would realize from the material resource application and the promise of cost saving from the IT Infrastructure Support restructuring.

CDI Solution:

CDI provided adjunct consulting services throughout the four year project to restructure the entire Infrastructure Support system.

Initially, CDI's consultants worked directly with another vendor and the client to perform an assessment of the current environment including identifying and documenting the people, processes and technology used in the support delivery system. Our consultants utilized this information to determine opportunities for improvement and ultimately outlined cost savings by performing a gap analysis of the client's practices compared to CDI and industry best practices.

CDI brought significant value to the table during this phase of the engagement. We provided internally developed call estimating tools that we created using queuing theory methods for estimating arrival rates and based overall volumes on normalized empirical data from our years of experience in Infrastructure Support management. This call estimating tool formed the basis for staffing projections for level one support. CDI provided recommendations for staffing on all levels of the support system as well used empirical data derived from our managed operations and consideration for industry averages. Our recommendations for staffing had a great impact on the overall IT Infrastructure support, resulting in cost savings for the client.

The staffing models produced in the first phase of the project formed the basis for the final solution and helped realize several key areas for cost savings. Our solution required some realignment of resources to a centralized model that also yielded significant savings.

CDI remained engaged throughout the design and implementation phases of the project where we were instrumental in the re-engineering of the process architecture for the infrastructure support system. CDI consultants leveraged our experience in infrastructure management and industry best practices to develop a process architecture that conformed to our client's rigid standards but still delivered support in a more streamlined, cost-effective manner.

CDI remained as a key contributor through the implementation phase of the project. Our remaining consultant filled a key role in the Deployment team, participating in the initial planning and rollout of communications.

Results:

CDI's consultants assisted in the development of a solution that put the client on track to realize their goal of 15%

annual savings in IT infrastructure support services. This came at a time when the client was competing with a number of other airplane manufactures in a race to produce a larger, more cost effective commercial aircraft.

Technologies Used:

- Remedy Call Tracking System
- DMR P+ Methodologies
- Symposium ACD/IVR Call Center Telephony Systems
- Project Management Institute, PMBOK practices
- Organizational Design
- Help Desk Institute (HDI) Best Practices