

Case Study:

# IT Assessment



CDI conducts IT assessment providing recommendations to scale IT operations for a client experiencing rapid growth.

**Client Description:**

A service company that provides installation services for global telecommunications, satellite and cable companies.

**Background:**

CDI was contracted by our client to perform an assessment of their IT operations. With their continued rapid growth, our client needed to ensure their IT systems would meet their future needs. They provided information on their existing IT systems and identified a number of areas where they felt IT systems needed improvement. The goal was to provide our client's management a set of actionable recommendations they could implement to better position the support infrastructure for future growth.

**Business Issue:**

Due to their rapid growth, a number of our client's systems and processes could no longer scale to meet the current needs of the business. A by-product of this rapid growth was that their small IT team was focused on the current needs of the business and did not have the bandwidth to step back from the day-to-day rigors and assess the increasingly complex needs of the growing company.

Project schedules were slipping and the mounting delays compounded the need for better IT systems. There were concerns that IT efforts were not focusing on business process optimization. Our client was extensively using Excel to track and manage the business, which limited visibility to detailed information. Their management realized that the existing processes worked well when the company was 1/4 the size and now these same processes were commanding more and more staff time – time that was needed to better plan and manage the larger organization.

**CDI Solution:**

CDI performed an assessment to gather information on the current environment regarding applications, network and IT process. Working with our client's staff, CDI identified a number of areas where commercial off-the-shelf software could provide them with immediate benefits. CDI's recommendations were developed to fit into our client's existing business model of using Software-as-a-Service to minimize their infrastructure costs and provide maximum flexibility as the organization continued its growth.

**Results:**

CDI provided our client with 15 specific, prioritized recommendations for implementation. The recommendations fell into the following categories:

- Improved project governance
- Implementation of commercial off-the-shelf applications to meet immediate needs
- Data warehousing
- Strategic planning
- IT security

CDI also provided the business impact of each recommendation based on the bottom line financial benefit expected. The ranking was based on a combination of ease of implementation, financial benefit and the time required to accomplish the recommendation. For each application recommended, CDI provided 2 to 4 options detailing the advantages and disadvantages of each along with budgetary pricing for each software package reviewed.