



*“Fewer issues
fall through the
cracks”*

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Customer Case Study

Cost savings, increased productivity and improved service

The Client's Goal

Our client, the IT service provider for a major US stock exchange, wanted to become more productive, responsive and cost effective, without impacting reliability.

The Approach

Our client launched an operational excellence program early in 2004 and selected Consulting-Portal as their implementation partner. Working closely with the client's management and staff, we completed ITSM and BSM assessments, followed by organization design, process design and implementation. By designing broadly and implementing narrowly, we were able to phase the work in a controlled manner that limits risk and yields early benefits.

The Results, to date

1. Reduced 2nd shift staff by 10% - by organizing by business services instead of technologies and applications, we were able to consolidate tools and procedures.
2. Fewer issues fall through the cracks – there is end-to-end visibility of problems resulting in faster resolution.
3. A 40% reduction in tool development staff – by adopting a buy versus build approach and leveraging existing tools.
4. Avoided purchase of \$1.8 million systems management tools – by determining that there were capable products already in-house.
5. Staffed a remote operations center without hiring additional operations staff.

The project is ongoing and greater improvements are expected.



We make IT organizations
more reliable and productive