



“A common method for managing change”

Office Locations

United States

Consulting-Portal, Inc.
9075 Bluffview Trace
Roswell, Georgia
USA 30076
770-992-2270
770-993-9684 (fax)

Canada

Consulting-Portal, Inc.
224 Wallace Avenue,
Unit 314
Toronto, Ontario
Canada M6H-1V7
416-539-9836
416-539-0243 (fax)

Visit us online at:
www.cportalinc.com

Customer Case Study

Common processes and improved quality with significant cost savings

The Client's Goal

Our client is a large multi-national financial services corporation with expertise in securities servicing, treasury management, investment management and individual and regional banking. Initially, they wanted to improve the production readiness of their Windows 2000 operating environment. Subsequently, in order to improve quality and reduce cost, they wanted to deploy common IT processes across their entire business, including new acquisitions.

The Approach

After an initial ITSM assessment in the third quarter of 2003, working together with the client's management and staff, we embarked on a program incorporating corporation-wide ITIL training, organizational alignment, process design and phased process implementation of Change management and process rationalization within their new acquisitions. The next major goal is the implementation of Incident management and Problem management processes.

The Results, to date

1. Common method for managing infrastructure change – designed and implemented a Change management process that won high marks from a Federal Reserve audit.
2. Improved service availability – newly designed Incident management and Problem management processes now being implemented “bank-wide”.
3. Single Change management platform – consolidating over 20 different processes, procedures and sets of tools.
4. Approximately \$11 million in software savings – designed and implemented a new Asset management process.

Common processes for Incident, Problem, Change and Asset management will yield enormous benefits to this multi-national client.



We make IT organizations
more reliable and productive