Case Study

OBJECTIVE

Transform the IT organization to support M & A activity, improve customer experience, and prepare for the enterprise’s future technology needs.

CHALLENGE

Imagine being an incoming CIO at an 80-year old global corporation that had just experienced massive growth in a relatively short period of time. The growth sent supporting organizations into a tailspin, particularly IT, as they struggled to keep up. Sounds stressful, right? Now, imagine there are separate IT organizations for each corporate division, all using different technologies, or using similar technologies in different ways. This is the situation we encountered in 2014.

SOLUTION

Maryville led the Define-Transition-Transform initiative, placing a large emphasis on understanding the current challenges, defining and transitioning people into a new organization structure, creating a culture where change was possible and accepted, and ultimately transforming the organization’s IT operations. Once the current challenges were understood and the desired future state operation was clearly defined, a detailed roadmap was developed to not only clarify the future, but also the path the organization would take to achieve it. While the resulting organization and its performance objectives weren’t easy to implement, people were clear on the ‘why’ behind the initiative, they were collaboratively engaged in the journey, and the roadmap was executed diligently with the tangible process and accomplishments along the way.

FUTURE

Today, we continue to work closely to improve upon transformational activities with a focus on developing a much stronger engagement model with their business counterparts resulting in faster time to market for technology-enabled business services.
KEY RESULTS

- Consolidated and aligned 500+ IT personnel into a single IT organization, operating under the direction of a corporate CIO

- Designed a new IT organization structure consisting of functions necessary to support a business of the size, scale, and complexity of the client

- Developed & implemented a Service Management Strategy focused on process automation and improved customer service

- Created the firm’s first consolidated enterprise IT strategy and accompanying budget

- Identified and captured immediate cost saving opportunities as a result of mapping actual costs across key business applications

ABOUT MARYVILLE

Maryville Technologies is a consulting and professional services firm that has guided Fortune 2000 companies through every major technology transformation since 1994. Today, we help our clients unwind their technical debt and move to new operating models that provide enhanced levels of business value. For more information on our services and solutions we provide, please visit our website at www.maryville.com.