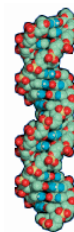


**Customer Case Study:
Global Software Vendor**

After acquiring two software companies, a Global Software Vendor requested services to assist them in aligning the three disparate IT groups into one efficient team bound by the same policies and procedures governing their people, processes, and technology.



In addition, four complex transformation initiatives were launched to bring the three organizations together on one common IT infrastructure, front-office application, and back-office application.

Resource Management

Situation

The acquired companies consisted of project management, business analysis, and data teams, made up of core client team members in a highly projectized environment.

The Global Software Vendor's resources were aligned functionally, resulting in redundant roles and "knowledge silos" within the organization.

itDNA™ Opportunity

The acquisition provided the necessary catalyst for the team to assess their resource pool and choose the best go-forward strategy for their new organization.

Result

Through the use of organization design fundamentals and resource management assessments the Global Software Vendor was able to extend the projectized model across the organization creating one efficient team. The organizational design was achieved in 30 days, and implemented in 90 days to meet the release date of the front office application.

IT Processes, Policies, and Procedures

Situation

The organization had few formal processes, and the processes in place did not map to any obvious stakeholders or process owners.

itDNA Opportunity

To maximize time and resources while expediting the assessment and creation of formal processes, the IT Team Leadership and Management participated in a 3 day rapid solution workshop. During the workshop, the team participated in facilitated groups and individual itDNA™ driven activities.

Result

The IT Leadership Team presented the IT Strategy to the group at the end of the first day setting the key objectives for the four technology initiatives and the IT Team going forward. The Management Teams were then able to work with the Leadership Team to complete and prioritize IT processes for the organization.

On Day three the team went home with clear objectives for the future, an inventory of prioritized IT processes covering all areas of the new IT group, and tools and techniques to help them continue their work as a cohesive team as they went forward into developing their Policy and Procedure documents.

Technology

Situation

The new organization was prepared to take on the four IT Technology initiatives organizationally, but with the new set of processes it was necessary to revisit the technology chosen to enable those processes.

itDNA Opportunity

An assessment was completed to ensure that the right balance of configuration vs. customization was employed, evaluate whether the data was housed in the proper systems of record, and that the processes were being executed in the most efficient manner.

Result

Using the inventory of the discreet transactions that were to run through the systems and the processes developed in the rapid solution workshop, the team was able to complete a cross check assessment of their chosen systems and implement necessary design and data architecture changes. These changes had a significant effect on their technology strategy, allowing them to make technical and functional solution choices that afforded them future flexibility in areas where they would have otherwise been constrained.