

Reduced Annual IT Capital Expenditures by 30% while achieving high levels of customer satisfaction

\$80MM Real Estate Development and Property Management Company

THE CHALLENGE

Company's IT department provided significant risk overall Company operations due poor documentation and inadequate segregation of duties. Company needed improve IT governance, performance and efficiency.

THE AUXIS APPROACH

- Provided IT transition services to help executive team take control of IT operations from long term CIO who needed to be rapidly removed from organization without impacting ongoing operations.
- Outsourced IT Operations Management and End User support including:
 - ◆ 24x7 service desk with live technical support
 - ◆ Server and network monitoring for over 70 networked devices
 - ◆ End User support for over 100 users
 - ◆ Implemented new incident, problem and asset management processes and supporting technologies
 - ◆ Upgraded entire IT infrastructure and management support services
- Implemented a comprehensive catalog of IT Services with clearly defined standard of performance
- Implemented a standard operating model based on a combination of ITIL and Cobit standards. Scope of model included Incident, Request, Change, Problem, Release, Configuration, Capacity, Availability, Performance, Disaster Recovery and Service Level Management processes.
- Provide IT Governance, including PCI compliance support

THE RESULTS

- Seamless transition of IT operations from long term CIO
- 30% reduction in annual IT related capital expenditures
- 10% reduction in annual management fees due to implementation of a variable cost model
- High customer satisfaction - Renewed annual contract eight times.

ABOUT AUXIS

Auxis is a management consulting firm that creates value by enabling growth for its customers. We work with top management to develop and implement robust business models that generate superior business performance. Our core belief is that success is measured by the ability to deliver practical, measurable and sustainable financial results.

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