

Doubled size of business while reducing IT operating costs by 40%

\$ 1B publicly traded consumer products company with operations across the United States, Latin America and China.

THE CHALLENGE

The company was struggling with a poorly performing IT department that was impacting the overall performance, profitability and growth of the organization. Business was suffering from periodic IT related business interruptions, escalating IT costs and poor results on IT related projects. IT operations were performing under a high risk environment with no disaster recovery site and poor documentation.



THE AUXIS APPROACH

- Outsourced IT Operations Management (24x7) and end-user support including:
 - ◆ 650+ managed devices
 - ◆ Private national and international network with over 10 locations
 - ◆ Two state-the-art data centers
 - ◆ Telecommunications (VoIP) for North America
- 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.
- Implemented Tier 1 system management tools to support IT processes and operations.
- Implemented a robust IT reporting platform to provide in depth visibility into IT operations performance and cost drivers. Reporting provided senior management with clear visibility into IT drivers and provides a more rational and quantitative basis for making investment and staffing decisions.
- Virtualized over 60% of the server infrastructure.
- 24x7 Service Desk, Server and Network Management & Security, Desk-Side Technical Support, Storage and Data Management, Asset Management.

THE RESULTS

- Achieved 40% reduction in IT infrastructure-related operating costs over a four year timeframe even as company doubled in size
- Delivered 95% performance against contracted service levels over a 5 year time horizon
- Seamless integration of material acquired company operations within four months of acquisition closing date
- Achieved Sarbanes-Oxley compliance
- Withstood several major hurricanes and corporate office relocations without any interruption in operations

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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