Case Study:

IT Benchmarks: Justifying an increase in IT staffing during a company-wide hiring freeze

TAC's Expertise-as-a-Service™ (EaaS™) is a breakthrough concept designed to provide today's IT organization of any size with a flexible, scalable, networked set of services, skills, and solutions.

Issue:

Issue: A health care client was having difficulty meeting the increased demand placed upon it by the business while under a prolonged hiring freeze. In addition, the client was now being asked to support departmentalized applications that had not been supported within IT. The client had recently been benchmarked, but the CIO did not have any confidence in the benchmarks, since the company doing the benchmarking specialized in health care benchmarking, not IT benchmarking.

Solution:

The client selected TAC's Benchmark Ultra-Lite for a number of IT functional areas, including midrange and distributed computing, help desk, application support, and wired and wireless telecommunications. These benchmark reports allowed the client to compare their own staffing against other IT groups in similar organizations to determine their need for more staff, regardless of the hiring freeze.

Client Action:

After examining the benchmarking report, the client lobbied the necessary individuals, using these benchmarks as an illustration of the IT department's need for more staff in application support and midrange computing functions. Although the client did not get all of the staff that they requested, by having an impartial third-party evaluation and benchmarks, they were given the go-ahead to increase their headcount despite the hiring freeze in the rest of the organization.

Contact TAC now to find out how to get the right answer to your question in the right context "right now."

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