

# Case Study:

*IT Transformation: Meeting requirements for innovation, business growth, proper focus on support of current business operations, and cost containment*

**T**AC'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:** TAC's client – a large hotel chain - was having difficulty meeting new challenges as a result of "Great Recession" budget and personnel cuts. IT was not aligned with changing business needs and style. New technology challenges had emerged, especially with security, mobility and cloud computing, which required significant change to technology plans and policies. A refocus to better meet internal customer needs with the current, limited resources was required.

**Question:** How could TAC's client manage "We want it now and we want it our way" expectations, increase execution speed, and address current and future business needs with limited budget and personnel?



**Solution:** TAC delivered its IT Organizational Transformation workshop, which focused on assessing existing capabilities of the IT organization. Key business objectives were mapped along with the results of a SWOT analysis to define strategies, tactics and metrics by which the IT organization could then move forward.

**Client Action:** Using TAC's CIO consulting and expertise, the client established a governance board to achieve business alignment. TAC also worked with the client to rationalize their current IT portfolio, build a roadmap to transformation, and initiate a demand management process. The client created a new investment model in which business partners had "skin in the game". The client migrated more resources to new initiatives and away from supporting existing systems. Key to success was a spending model focused on shifting fixed costs to variable costs.

The result for the organization overall was improved utilization of technology resources, better customer satisfaction, more streamlined work processes, and much stronger alignment of IT with the business.

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

