

# Fortune 500 B2B Retailer

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## Situation

- Our client was the CIO of a major retailer; the IS organization included several hundred employees as well as some outsourced services
- IS had been focusing on reducing costs for several years and its clients were now demanding more responsiveness, specifically in delivering new technology solutions
- IS realized they needed a strategy and plan to better support their business
- They specifically wanted the strategy to focus on improving IT governance and application development effectiveness as well as address some specific operational improvement needs identified through a recent benchmarking study

## Solution

- Through working with the business executives to understand their needs and the IS executives to assess the current state of the organization, we developed a new IS strategy which included:
  - Shifting the IS strategic focus from low-cost client intimacy, with implications on organizational structure, people and processes
  - Clarifying the IS service catalog and establishing priorities with the business based on each service
  - Implementing a set of IT principles to improve the IS/business relationship
  - Establishing governance processes and mechanisms to better manage demand
  - Reorganizing the multiple applications development groups into one pool of resources
  - Creating a new business systems planning group to manage demand •Implementing career paths and development programs for IS employees
- The recommendations were brought together in an actionable plan, which included timing, dependencies, resources and costs for a multi-project IT transformation program

## Benefits

- Client clearly understood and communicated their strategy and plan within their organization and to the business
- Demand management has improved through the governance mechanisms put in place as a result of the IS Strategy
- IS clients have expressed their satisfaction with the improvements made following the completion of the IS strategy
- Specific follow-on initiatives continue to capture the benefits and Pariveda is involved in some of these initiatives