

IS Strategy, CPG Services Company's IT Services Group

Situation

- Three years ago, our client had purchased an IT professional services company to augment its existing services
- Existing services were being commoditized, and the plan was to use IT to enhance them
- After three years, little integration had occurred with the group and no new services had been created
- A new CIO was hired and part of his mandate was to utilize this group
- Cultural and leadership problems prevented bringing the group into the rest of the company

Solution

- We worked with the CIO to lay out a six month and three year strategy for the group
- We helped him lay out candidates for the leadership post of the new company
- We recommended strategic, organizational and process changes

Benefits

- The CIO used the strategy to get buy in from his C-level peers
- The CIO used the strategy to explain the vision of the group in his recruitment of a new leader
- The new leader has been selected and will begin executing the strategy