

## IT SERVICE OPTIMISATION

**Corporations that have grown rapidly over time often have a legacy of IT applications and infrastructure that is overburdened with variety and complexity, generating an excessive cost overhead for the IT service provider and discontent among the customers of the service. Amiiatas specialises in right sizing the infrastructure service through a combination of creating transparency for the business and designing innovative options for technical and process simplification for the service provider that meet real client needs.**

### Key Benefits

- Step change in ongoing cost reduction achieved without significant unbudgeted investment
- Supplier / Customer relationship based on transparency and shared responsibility to maintain a cost-optimal service model

### Key Features

- Demand management – enabling the business to understand how it can influence costs
- Quick wins funding investment for
- A service transformation programme of technical and process simplification

### Business Challenge

Excessive levels of technical complexity and variety in IT solutions and services typically go hand in hand with a historic difficulty in maintaining accurate inventories. This in turn leads to a lack of transparency in IT cost recharging to business clients, often reinforcing their conviction that they are paying too much for the perceived value they are getting.

While there may be a perception that simplified and standardised service and solutions could be the route to cost reduction, there is often a lack of reliable information to show business clients where they can significantly reduce costs by their own actions.

Similarly, internal IT managers are often unaware of the level of cost saving that can be achieved quickly through rationalisation of services and technical infrastructure that is practical to implement with the buy in of their clients.

Amiiatas has the specialist skill and experience to lead service providers and their clients together to the quality and cost of IT service they really need and should aspire to.

### Our Solution

#### Establishing the facts and achieving quick wins

We work with all parties to gain a consensus view of the current IT service landscape, bringing to bear if required our expertise in Active Inventory Management and application usage profiling.

This creates the benchmark service model we use to demonstrate how business demand is currently driving cost, which in turn leads to proposing options for achieving quick wins.

#### Further strategic step change

While quick wins are being implemented we work closely and inclusively with your own people, leveraging our niche expertise in Technology Consolidation and Strategic Rationalisation to design and develop detailed cost benefit cases for strategic technical and process simplification initiatives.

The quick wins will help produce seed funding for the investments involved.

#### Implementation

Having gained approval for a programme of change projects we can take full responsibility for managing the execution, augmenting your own technical team where necessary with the specialist skills, tools and methodology to ensure successful delivery.



***“Matching price, quality and variety against business needs is an essential process for effective IT units”***

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## Business Benefits

Amiitas can be the catalyst needed to cement a positive relationship between IT service providers and their customers based on transparency and a shared responsibility for achieving and maintaining a cost-optimal service model on an ongoing basis.

This will enable IT service clients to effectively manage down their own demand in terms of volume and variety in a way that allows the IT service provider to take real external costs out of the operation.

Many of the tools, techniques and methodologies we bring to the party to help achieve a reliable fact base, model transformation opportunities and manage risk during implementation will remain for your ongoing benefit after we have completed our assignment.

## Clients who have benefited from our services include:

*Deutsche Bank  
Hitachi  
BT  
Verizon  
Emagine  
Royal & Sun Alliance  
IATA  
Resolution Life*

## About Us & Our Approach

We pride ourselves in working in partnership with our clients to ensure business objectives are met. No matter how difficult or complex the project may be, we always work as a team and ensure all of our stakeholders are successful. We are open, honest and are trusted by our clients to honour our commitments.

Service is our business and customer satisfaction our goal. We have a can do ethos which means that we will always deliver what has been asked.

## Key Deliverables

A typical assignment of this nature consists of four phases:

- 1. Initiation and Discovery**
  - Stakeholder communication
  - Programme governance agreed
  - Infrastructure inventory linked to business applications
  - Service level commitments
  - Current business imperatives
  - Current benchmark IT service model
- 2. Quick wins and strategic change proposals**
  - Linkage of demand (volume & variety) to cost
  - Quick wins surfaced, agreed and under way
  - Strategic initiatives surfaced and agreed in principle
- 3. Making the business case for change**
  - Plans and full cost benefit case for each item
  - Formal approval to proceed
- 4. Mobilising and implementation**
  - Detailed execution and risk management plans produced
  - Individual project governance agreed
  - Projects initiated
  - Execution, including risk management
  - Assisting the business to realise benefits

**Typical time scales** can be of the order of:  
Phases 1&2 – 6 to 8 wks; Phase 3 – 3 to 4 wks;  
Phase 4 – 9 to 12 months.



## The Amiitas Advantage

### Proven Track Record of Experts

Our service delivery experts have real operational experience gained from holding senior management and executive positions at many global and blue chip companies such as Morgan Stanley, Goldman Sachs, Motorola, HBOS to name but a few. This wealth of experience coupled with our customer diversity means that optimal solutions can be implemented in short time frames according to our customer's requirements.

### Vendor Agnostic and Market Knowledge

We hold a vehement vendor agnostic position when it comes to selecting products and tools. We firmly believe in maximising the use of existing client investments and will not try to sell you something that we do not believe you require. Our extensive knowledge of the marketplace allows us to provide our clients with the advice they need when additional investment is deemed necessary.

### Delivery, quality, results and value

We are business people who pride ourselves on exceeding the expectations of our clients through the quality of service we deliver and value we create. We only have one agenda, to ensure that our client's business objectives are successfully achieved!