Success Story

Realignment Study

Storyline…

The client with a large group of companies is a major player in the Middle East. The information technology services division of the client has been providing various IT related services to all the companies under its banner.

MaGC® (formerly NCRCL®) was asked to provide a plan for realignment of the IT services for the benefit of the entire group of companies and suggest improvements. The purpose was to efficiently utilize the In house – service division for smooth functioning across the group.

Once upon a time…

Till 2008, the information technology services division was providing IT related services to some of the companies within the group. However, there was dissatisfaction in the quality of services offered. Moreover the service process required streamlining both within the division and in the services offered to others.

An audit was to be conducted to align the IT services with group wide implementation.

Moving on…

The MaGC study commenced with detailed discussions with the Management and key functionalities. This was followed by a survey of internal users, external users and employees which revealed the existing gaps. The study included audit of the IT policy and strategy, functions of the service division, the role within the division and the group, the organization structure and staffing with focus on the preparation of a three year plan for realignment.

After analysis, the existing organization structure was revised. An accountability matrix of the key positions and designations were prepared. An analysis of the data security and backups was done with inputs for optimum utilisation of the hardware. Key recommendations were suggested for every aspect of the study.

The study concluded with the preparation of key elements of planning for the next three years with qualitative and quantitative targets.

A road map for implementation of the realignment plan was also included in a detailed study report

Finally…

The entire group along with the IT service division reaped the benefits of the plan through successful implementation. The interdepartmental operations were streamlined with a proper reporting system in place. All operations within the Organization and between the Organization and users were also streamlined to enable smooth flow. This successful implementation is operational since 2008 and the targets planned for the three years are also being met.

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