



Customer Spotlight

Investment Services

KEY FACTS

Reduce complexity through rationalized or optimized infrastructure with the appropriate staffing model to meet the maturity of the current and target service delivery requirements.

Reduce the risk through improvements to the service delivery model of IT Infrastructure by deploying repeatable processes utilizing ITIL and CobiT.

Greatly improve recovery capabilities by mapping current state to target state infrastructure and identifying opportunities for self recovery for mission critical systems.

Multiple Cultures / Multiple Challenges

Client

A large Financial Services company with national presence for individual and group insurance, plus large market share in the Mutual Fund business under investment management.

Executive Summary

The company was acquired and had an existing outsourcing arrangement with a global managed services provider. The acquiring company ran all of its IT infrastructure on an in-house environment and wanted to evaluate the business case to either remain outsourced or repatriate all of the outsourced services.

Business Challenge

The acquiring company did not have the subject matter expertise or service delivery skills to treat the new entity as a customer. They needed to implement service model processes, implement staffing models and increase their IT infrastructure to intake this new line of business all the while maintaining market share and minimizing business risk.

How SSI Helped

SSI was engaged as the technical and IT business arbitrator between the acquiring company and the serv-

ice provider. Evaluations were conducted on current state of the staffing model, current state of the technology model and gaps identified to future state requirements. Through a process of analysis and detailed planning the cost versus risk analysis were performed and plans were put in place to transition from the service provider to the in house solution.

Value Delivered

As an independent advisor SSI was able to provide the acquiring company with a roadmap of the skills matrix, organizational management of change, process implementation, infrastructure alignment, transition plans and detailed implementation plans. The customer was able to realize \$20M per annum in savings and satisfy their shareholders and market analysts with minimum business risk.



Scenario Systems

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