

IT Transformation

Our client's IT function was low performing and unfit to handle ambitious growth plans. IT was seen as 'Order Taker' rather than 'Business Technology Partner' that drove innovation and adopted latest technologies.

IT skills were lacking in business relationships, strategic planning, technology management, cyber security and project management. IT asset management and operating procedures were ill defined, lacking in measurement and process rigor. IT dabbled in technology matters rather than clearly defining business requirements, streamlining business processes and focusing on master data and data quality management.

A radical overhaul was accomplished by new IT leadership appointments. We introduced a new Operating Model based on latest standards and industry best practices. Centres of excellence were strategically placed to drive capability development in key areas, operating procedures and performance metrics were instituted along with regular stewardship reporting and reviews at C- and Board levels.