



Tier 1 Bank

Our objective was to assist in delivering cost savings of €1.5 billion over 10 years through technical real estate reduction, consolidation and digital transformation of infrastructure from legacy platforms and operating systems onto more efficient, lower cost and scalable cloud platforms while improving delivery timescales and increasing customer satisfaction through improved outcomes. Our main focus was to build a Technical PM function responsible for application migration, transformation and DE Exit.

Efficient and ongoing
delivery and reporting
processes now
implemented





The Challenge

- Application and CI Volume: 6,000 apps and 60,000 CI's.
- Data Centres: Exit 19 Data Centre locations globally.
- Infrastructure Strategy: Transform estate from 80% Legacy & 20% Virtual hosting platform to 60 Cloud and 40% Traditional IT hosting platform.
- Lack of Client Engagement
- Client reporting dissatisfaction and poor experience
- Programme running for 18 months and significantly delayed

Our Process

- Resourcing and deployment of 70 resources globally with an off-shore weighted profile comprising of Programme Managers, Portfolio Managers, PM/PMOs and Technical SME resources – to replace incumbent supplier.
- Establish an agile PMO function aligned to specific demand globally.
- Development and execution of new processes compliant with the end clients existing change and governance policies and procedures.
- Deployment of tooling to complement existing processes and integrate into existing inventory data sources.
- Optimisation and automation of periodic reporting to key stakeholders; both internal and external.

Outcome

- Significant cost savings realised by new resourcing strategy; within first 12 months.
- Migration metrics and KPI's significantly improved after first 6 months.
- Efficient and ongoing delivery and reporting processes now implemented
- Improved Client Engagement
- Improved Client Satisfaction and Experience