

Accordant provides unique insight into the cost of service delivery and supports the enterprise in developing strategic service evolution

CASE STUDY

Client

Media and Publishing

Business Challenge

To understand the true cost of IT and determine service value

Solution

Combination of Accordant Professional Services and deployment of AccSL™ software to fully understand the costs to deliver key and strategic IT services

Results

Inefficiencies in public cloud provisioning and management were identified. However of the services reviewed, a mobile-first public cloud approach was generally more cost-effective. Services with IT spending profiles that didn't correlate with their associated business revenues were also identified.

Business challenge

Following several mergers and acquisitions, IT service delivery was distributed across multiple disparate lines of business with little or no centralised vision of value. Jointly the CIO and the CFO were interested to know the true cost of delivering the organisation's most critical products. Accordant was chosen to perform an analysis of the technical and operational costs of service delivery and to support the CIO and CFO in determining the relative value of those services to the wider business.

How Accordant helped

Firstly, Accordant undertook a discovery of the in-scope services, including physical infrastructure, sales, operational cost elements and overheads. Coupled with information related to the amount of effort expended as part of business-as-usual support, Accordant analysed also invoices for hardware and software acquisition as well as managed or outsourced services.

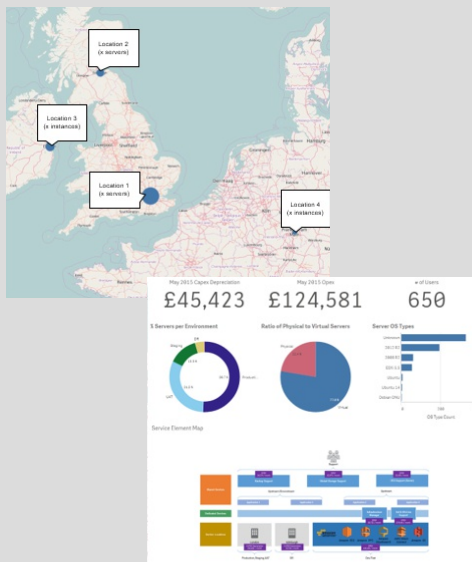
Combining this data and using its custom-built software, AccSL™, Accordant built a picture of the cost of service delivery which included a breakdown of capex, opex, build and operate costs.

Benefits

Accordant was able to provide a unique insight into the cost profile of the organisation's most critical business services. For the first time the CIO could accurately communicate service delivery costs as a proportion of revenue, and was also able to determine the impact that more efficient IT could have on the organisation's gross margins.

From the project deliverables, it became clear that the profitability of the product lines could be increased significantly through introducing initiatives such as reducing VM sprawl in public cloud usage. Furthermore, from the analysis provided by Accordant it was clear where the CIO could focus effort on consolidation and efficiency to ensure costs were proportionate across the IT organisation.

Accordant's study also ignited wider conversations about how to calculate and communicate the cost of service provision and is leading to a fundamental change in the way the organisation calculates and approves investment and change.



Sample screen shots are illustrative, not using actual data

For more information...

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About Accordant

At Accordant, our motivation is simple: We want to help business and IT leaders optimize their services and solutions for cost and performance.

We achieve this through our unique set of financial and technology disciplines which give management teams unique insights into the cost of their services. Armed with this data, our customers have been able to formulate strategic plans which drive optimization initiatives, improve service delivery and understand the impact of change.

Underpinned by our purpose built software suite, AccSL™, our consultants give the power back to leaders struggling to keep pace with the changing face of enterprise IT.