IT Transformation with *CCServe*

IT Business challenges keeping CIOs awake at night

When approached by Senior IT heads, to help make recommendations or drive transformation, we quickly come to realise how many company IT departments are still suffering from what we call *"millennium fear"* — that's the desire to sweat IT assets invested for as long as possible. In addition, the more recent 2008 Financial Services collapse has compounded this pressure. Now many IT departments are suffering from aging technology and lack of skills investment.

We come across many IT departments, whether in the SME market or those large global corporates, that are <u>lacking skills</u> to take advantage of and deploy the *"right"* solutions for the new emerging cloud based market adequately.

As a consultancy, we are focused at the broader IT arena binging good general experience we feel is critical for any organisation stepping into modern IT transformation. Information Technology (IT) encompasses Network Infrastructure, Mobility, Telephony, Data Centres, Software (SaaS), Unified Communication, Outsourcing and Support and Maintenance to name a few areas.

Products and services are converging and evolving and it is becoming increasingly difficult (and restrictive) to try and organise IT into traditional domains. IT organisations or departments are becoming more accountable to the business so they have to refresh and drag new skills along with the evolving technology that our vendors are delivering to the market.

We broker our network of cloud based services and provide knowledge of the best fit players that drive IT transformational programs for your business.

Transformation objectives are different for all businesses which could be in Financial Optimisation and Cost Reduction, Service Quality improvements, bringing new innovation into the company, improving Time to Market, infusing new energy into the IT staff or related to a change in Governance.

We only recommend to our customers the best that the market has to offer; this requires us to select the most appropriate technology solutions based on your business environment, but we remain vendor independent for a seamless client solution.

CCServe
Consulting Services

Driving IT change to empower the CIO office

OUR FOCUSED CAPABILITIES

- Company wide IT transformation
- IT Expense reduction
- CIO Vendor contract re-negotiation
- Innovation and new IT services
- Mobile device mobility solutions
- Interim Management (Up to C-Level)
- C-Level Executive and Board Advisory
- IT organisation restructuring
- Network Monitoring Tools
- Cloud based Single Sign-on (SSO)
- IT in emerging markets
- Technology Sales Team transformation
- Moving solutions into the cloud
- Contact Centres in the Cloud

THE CIO SKILLS TOP-UP

No two businesses are the same. We believe that the people, technology and process's supporting your business operations should reflect the specific needs of your company. That's why we help you blueprint the future of your IT organisation.

We are able to provide technical *'top-up'* skills or bring in knowledgeable senior management consultants that are embedded and work alongside and with a business, short to medium term, in order to fully understand the requirements needed for the CIO office to deliver results to the Board Directors. We bring network contacts, and best of breed vendors to the table facilitating cost reductions, infrastructure improvement or enabling IT organisational change.

IT ORGANISATION CHANGE

IT Skills are expensive so how does the modern CIO look to build their skills internally without firstly, creating major disruption in the usually short time frames that they are often faced but secondly, the CIO

may not need existing 'legacy skills' but require new skills to make the organisational changes.

The model that we follow complements the requirement that CIOs often have; short term deliverables to satisfy the board of Directors, and cost reductions from their suppliers. CIOs often need change fast but require diligence and efficiently to show results. Doing this with existing staff we often find can prove difficult, especially if they lack the necessary skills for technology awareness or the vendor contacts. Our approach is to instantly add value into a business whether it's interim roles to bring the specific skills or the best technical solutions *'to-the-table'* rapidly.

We don't take the "big-5" consulting approach by rolling in masses of personnel racking up huge costs to the CIO budget, then sending hundreds of documents that often mean little unless implemented completely by that "big-5" firm.

We listen, then deliver results.

No Nonsense, *"Straight Talking"* IT Consulting

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