Cloud Ops & IT Insourcing

IC CUBED SUCCESSFULLY MANAGED THE INSOURCING OF THE IT FUNCTION (CLOUD OPS AND IT) FROM A 3RD PARTY IN INDIA TO EUROPE, MALAYSIA AND CANADA.

Background

In February 2020, a decision was made by the Executive Board to Insource the IT Services back into our client (an enterprise software provider) from their 3rd party provider Cognizant. This decision was made in order to support the future strategy and the introduction of a new operating model across Cloud Ops and IT that would enable scalability, enhance both teamwork and commercial thinking to improve the Cloud experience to internal end users and external Customers. The decision had no baring on performance and delivery to date by Cognizant. An agreed 'Go Live' date was set at 31st October with a view of all services and duties being delivered by our clients employees.

Solution

In March 2020, a consultant from IC Cubed was engaged to review the Business Case and Operating Model with a view to transitioning all services within a 6 month timeframe from Cognizant back to our client. Having initially identified the key stakeholders our consultant developed and worked through a robust Project Plan and Roadmap to ensure delivery against key stage gates. This included but was not limited to managing the delivery of:

- the recruitment and Onboarding of all new hires (62) in a remote environment;
- an Operational Restructure to maximise delivery to the Customer and End User;
- adherence to Budget, Commercials, SoW's and reporting vs. Business Case including Exit Contract with Cognizant;
- the establishment & delivery of Knowledge Transfer, Shadow Training and Ongoing Quality Controls;
- a review of the internal Customer Satisfaction tool to monitor service delivery to end users;
- key stakeholder meetings including Steerco with Exec Team members.;
- ERP management, reviewing the interaction between business streams and finance to enable smoother, more complex reporting on business performance;
- change across multiple ERP programmes – Nutanix, Azure, Salesforce, D365, Service Now, AI Path and working with key partners (external) to drive improvements and transition against agreed timescales; and
- make ready plans for internal stakeholders taking them through the Change process up to and beyond 'Go Live' date.

Outcome

The Insourcing of Cloud Ops and IT was delivered 4 weeks ahead of schedule and under budget. This enabled our client to focus on any mop up sessions for Knowledge Transfer, use of the Implementation and Monitoring Tool for KPI's and Delivery, and additional work with Finance to improve the reporting tool for ongoing budgets moving into 2021 and 2022. Our consultant has since been invited back to the client to rescue a Project that is behind schedule.

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