

CASE STUDY

BE FREE OF TECHNOLOGY

How Managed IT Services Increased Productivity

By partnering with BestIT, the client was able to reduce the cost of their IT function and experience major efficiency gains with their technology.

Briefing

This pharmaceutical company was looking for a partner to take the company's technology to the next level. Problems with the IT infrastructure was happening on multiple levels. A provider was needed to deliver the best IT services.

TALK WITH OUR EXPERTS [1.877.222.8615](tel:1.877.222.8615)

© Copyright 2013 BestIT.com, Inc.
All rights reserved.

How Managed IT Services Increased Productivity

Client

Pharmaceutical Services Provider

Industry

Pharmaceutical Reverse Logistics

Challenge

The client recognized an urgent need to reduce the cost of IT service delivery and sought alternative solutions.

Services Provided

- IT Outsourcing
- Architecture Assessment and Design
- Custom Application Development
- Business Analysis
- Security Assessment and Monitoring
- Innovation & Governance
- IT Roadmap

Introduction

A true managed services provider seeks to understand how to best support the success of its customer and help to overcome the technology challenges it faces. All too often, business leaders are unable to engage technology management in the value-based, business-oriented conversations that are required to support the value creation and strategy that drives success. They struggle to get technology-minded people to grow business-savvy skills. As a result, IT departments have effectively been positioned as an ever-growing cost center that is in contention with business priorities.

The Problem

This pharmaceutical company recognized an urgent need to reduce the cost of IT service delivery and sought alternative solutions. All IT was managed and delivered through a single third party service provider. This provider was unable to deliver effective IT services to the organization and, consequently, IT service delivery had steadily deteriorated to a level where the business and finances were seriously impacted.

Identifying the Need for Strategic Mapping and Measurement

Issue	Outcome
Value of work effort not defined or measured accurately	Expected \$ value gains related to strategic goals not realized
Lack of IT integration	More technical and process complexities or / and costs
Consolidation/shared services	Lack of internal IT support; higher cost of operations; lower quality/ predictability
Value proposition unclear	Disconnect with stakeholder expectations and unclear value of effort
Lack of executive support / engagement	Difficulty prioritizing business initiatives / possible undermining of success
Disconnect between efforts and business and market needs	Disenchantment with users and business leaders driving low adoption

The Solution

Our assessment helped uncover gaps in the technology, security and service delivery that were creating hardship on the business and the company's budget. Next the assessment moved beyond technology, mapping the business strategy to the application provided by IT and benchmarking service. It's this

business-based discussion that prompted the company's CEO to recognize BestIT as equally knowledgeable on the pharmaceuticals business and helped form a partnership based both on cost reduction and business growth.

The Results

Together, a business case for rebuilding the custom application supporting most of the operations was created—showing how the value of doubling the operation capacity through technology justified the expense of the initiative. A release for user testing is proof that the expected benefits were delivered.

Conclusion

Often the key for dramatic growth, differentiation and cost reduction is innovation. To support our partner, at the beginning of 2013 we established an Innovation Council within the governance structure for our client. The focus on this council is to cultivate and analyze ideas for improved efficiency and/or capability. Promising concepts are evaluated based on their business value and support of strategic objectives. Today the council has already uncovered opportunities to make moderate investments to avoid several hundred thousand dollars in expenses expected to occur in the near future.

Contact BestIT today to see how we can help your company align your business strategy and budgeting with your technology.

Benefits

- Optimized database performance
- Increased efficiencies throughout the organization
- A mapped plan for improvement of system security and innovation
- A business aligned strategy and budgeting



Contact us for more information.

BestIT HQ
3724 N. 3rd Street
Phoenix, Arizona 85012

+1.877.222.8615 | info@bestit.com
www.BestIT.com