

CASE STUDY  
BE FREE OF TECHNOLOGY

# Designing an IT roadmap for business growth and efficiency

BestIT was able to help the auto parts supplier develop an IT strategy to help the IT department foster future business growth and customer satisfaction

## Briefing

This auto parts supplier was facing major resource constraints within its IT department. Projects were not being handled efficiently and they did not have a formal IT governance structure in place to enable future success. They needed a business-aligned IT strategy to help them achieve goals and get IT in sync with growing business needs.

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

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# An IT roadmap for business growth and efficiency

## Client

Auto Parts Supplier

## Industry

Motor Vehicle Parts Suppliers

## Challenge

The client was experiencing some major issues with delivering IT projects in a timely fashion. There was also business to IT alignment issues which was aided by the fact there was no formal governance structure in place.

## Services Provided

- Architecture Assessment and Design
- Business Analysis
- Security Assessment and Monitoring
- Innovation & Governance
- IT Roadmap

## Introduction

Ensuring your IT strategy is in line with business goals is one of the most important goals that an IT organization can undertake. The client, one of the largest motor vehicle parts suppliers in the northeastern United States, was experiencing some major issues with delivering IT projects in a timely fashion. There was also business to IT alignment issues which was aided by the fact there was no formal governance structure in place. The business leaders were unable to engage technology management in a value-based, business oriented conversation to support the value creation and strategy that drives success. As a result, the technology department was positioned as an ever-growing cost center in contention with business priorities. The chief technology officer reached out to BestIT to help the company get the IT strategy in alignment with the overall business goals.

## The Problem

When you supply more than one million units of auto parts to the rebuilding and recycling industries each year, making sure your IT service delivery and operations are top notch is a must. BestIT conducted an IT assessment at the enterprise level, and uncovered that the company was having trouble in four specific areas:

### IT Governance & Strategic Alignment

There was no formal governance in place to guide and control the IT department. Project prioritization was a topic of dispute across the executive leadership team and because of this projects were not properly managed and were routinely over time and budget.

### Business Alignment

There was no formal business strategy passed from executive leadership to the IT department. Because of this, projects were routinely stacked on top of each other for execution and completion, but with no formal project management in place, there was no line of delineation between routine technical projects and strategic business initiatives.

### Annual Cost of Technology

The annual cost of technology to the business provided very little returns due to the lack of project prioritization, project management and most importantly a severe lack of funding for IT. The company was spending roughly one third of what would be deemed an appropriate amount for the level of value IT was being

### Benefits

- Optimized database performance
- Increased efficiencies throughout the organization
- A business aligned strategy and budgeting

tasked to provide. Shadow IT costs and the cost of manual workarounds were almost double the yearly budget.

### IT Service Delivery Satisfaction

Stakeholders at the organization were not satisfied with IT service delivery. There was inconsistent communication, a lack of documented expectations and a low maturity level of standard processes.

The company had some capability, talent and resource constraints that prevented effective project management business analysis and testing. Leadership also did not have access to dashboards that enabled them to make informed decisions on their business.

### The Results

After completing the IT assessment, BestIT experts were able to identify all areas of concern and provide recommendations for to the business and IT leadership. The client now had a roadmap in place for improvement to their IT operations and had a technology strategy bonded with the business goals and vision to help them set the foundation for continued success.

### Conclusion

Knowing what resources, tools and governance practices that need to be implemented in your IT organization is the first step to achieving major business transformation. By calling BestIT to perform an assessment of IT operations and collaborating to develop a business-aligned IT roadmap, the auto parts supplier now knew what to focus on to improve their technology operations moving forward. A formal business strategy was put in place and improvements are being made to align resources and skills to the demands of the business and enhance customer satisfaction.

Contact BestIT today to see how we can help get your technology operations and IT strategy in alignment with the business.



**Contact us for more information.**

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