

Information Technology Outsourcing

Client

Dairy Management Inc.™ (DMI) is the domestic and international planning and management organization that builds demand for dairy products on behalf of America's 56,000 dairy producers. DMI and international, state and regional organizations manage the American Dairy Association®, the National Dairy Council® and the U.S. Dairy Export Council®.

Executive Summary

DMI performed a strategic assessment of their outsourced IT service organization which resulted in a decision to perform a competitive selection process upon contract renewal. DMI's high level business objectives were to improve the alignment of IT & business objectives, improve IT services and reduce IT costs. DMI selected The Revere Group as its IT outsourcing partner and Revere executed a transition plan resulting in the successful transition of IT service responsibility from the previous IT outsourcing partner to Revere. The partnership between DMI and Revere has achieved all three of DMI's business objectives.

Business Challenge

Challenges related to this significant change were organized into three categories.

- Transition
 - Transitioning knowledge and responsibility from one IT organization to another while minimizing the impact on daily business operations was the most significant transition challenge.
- Stabilization
 - With a 100% new IT organization, ensuring that existing IT processes & service levels remained stable while the new organization assumed full control of all IT operations was the 2nd mission critical challenge faced during the initial phases of the partnership.
- Continuous Improvement
 - During the selection process, new approaches for delivering support, maintenance and project work were defined to improve the alignment of IT and business operations. Managing the change to these processes creates challenges in the areas of business culture, technology and process which are continually being addressed by Revere and DMI.

Solution

Revere and DMI established a close working relationship from the very first meeting which resulted in joint planning, frequent reviews and updates, and true partnering to solve the challenges related to DMI's business objectives. Establishing sound transition, stabilization and improvement plans laid the foundation for effective execution which in turn led to achieving the desired result. While Revere's IT outsourcing methodology played a critical role at the detailed level, establishing the partnership that enabled DMI & Revere to attach the challenges as a single team was the most important part of the solution.

Results

Business objectives have been accomplished! IT and business alignment has improved & improvements are continuing due to repeated successes, IT service quality & service levels have significantly improved and at the same time significant IT cost savings have been achieved.



For More Information

For more information about The Revere Group's services and solutions, call 888. 4REVERE.

About The Revere Group

The Revere Group is a North American Business Unit and a majority-owned subsidiary of NTT DATA, a multinational organization.

Founded in 1991 and headquartered in Chicago, The Revere Group is a leading global business and IT solutions consultancy that specializes in assisting high performing mid-tier and fast growing companies. Revere provides industry, process and technology expertise with a proven service approach—Think, Build, Source—to pave the way for your success. Revere focuses on five key business challenges to increase your business agility and bottom line results:

[Operational Efficiency](#), [Analytics and Collaboration](#), [Interactive](#), [Enterprise Platforms](#) and [Managed Services](#).

For more information about The Revere Group, go to www.reveregroup.com.

The Revere Group

Service Excellence

The Revere Group is a leading global consultancy dedicated to delivering business and IT solutions. Revere focuses on helping organizations improve their financial and operating performance through the combined application of technology, people and process.

In an industry marked by innovation and change, organizations can look to Revere for its senior consulting model, strong business and technology expertise, and client-focused project management methodology.

In addition to providing clients with world-class solutions, Revere is dedicated to the highest service standards. Vast experience in providing end-to-end solutions in diverse industries and platforms means Revere can deliver measurable results and exceed expectations. Additionally, knowledge and expertise with proven onsite, offsite and offshore methodologies and execution processes has established Revere as an industry leader in the marketplace.

Industry-leading Outcomes

Revere brings vertical industry market knowledge to help Healthcare, Manufacturing & Distribution, Entertainment, Financial Services, Insurance and Private Equity clients succeed with their unique business objectives.

Think. Build. Source.

As your trusted advisor, Revere provides industry, process and technology expertise with a proven service approach—Think, Build, Source—to pave the way for your success.

THINK – Companies continually face the challenge of aligning their business objectives with their IT strategy. An effective roadmap with a strong business case delivers a path to achievable goals with measurable results. Revere helps identify and link people, process and technology, bringing clarity to your business and IT initiatives.

BUILD – A successful implementation is the driving force behind all that Revere does. We deliver the right solution on time and within budget. Disciplined project management skills and business aptitude ensures the success you rely on.

SOURCE – The right balance of sourced functions can improve your IT service levels and return on investment, allowing you to more effectively meet your business needs. Revere helps identify a strategic sourcing model based on internal capabilities, external resources and cost.