

IT Support Assessment Aligns Global Manufacturer's Technology with Business Strategy

Client

With plants throughout the United States and Canada, the client provides value by developing, manufacturing and marketing a complete line of thermoplastic hoses and accessories.

Executive Summary

The client engaged The Revere Group to assess their existing computer support structure by reviewing/observing key components of the IT support model: People, Process and Technology.

Included in this assessment, Revere reviewed a map of J-SOX controls and processes and presented a gap analysis to ensure the client met those requirements.

Business Challenge

The client employed a variety of applications and platforms for their three business entities at two primary locations. Rather than working with a dedicated computer support staff, the department heads cooperated with external vendors to implement and support the technology. While cost effective from a tactical standpoint, this approach created strategic limitations, especially with regards to technical/personnel redundancy and flexibility.

Solution

The Revere Group's approach to performing an infrastructure assessment follows our full service delivery framework called—Think, Build, Source—which reviews the current state of the people, process, and technology supporting the enterprise. Our assessment findings are based on a review of existing documentation, diagnostic testing and discussion with primary support providers. The infrastructure is evaluated by physical and logical network review, server and desktop audit, application analysis, security framework testing, and user procedure review.

Results

Based on practical experience, knowledge of industry best practice, and analysis of the assessment, Revere provided a number of recommendations to more closely align information technology with the client's general business goals. The effects of these recommendations would affect the client's day to day operations, the process used to assess the impact of technical change, considerations for disaster recovery, and the ability to develop a culture of support and the personnel's skill sets. The client is confident in their ability to implement the recommendations and improve their service delivery.



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.reviregroup.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.