

The Case for Standardisation

case study

The Challenge

A global FMCG company with 10,000 employees was going through a major change strategy. It wanted to pull together a business case and implementation strategy to standardise PCs and laptop infrastructure and associated support services.

- Rationalise multitude of standards
- Unite cultural diversities
- Link multiple autonomous business units through a common standard
- Move the organisation away from a regional and business unit model
- Consolidate regional and business units into a unified virtual global model

'The successful project management consistently delivered by the Leading Resolutions team enabled us to implement major IT change programmes across our international business'.



Our Solution

- Reviewed goals and objectives
- Worked with key stakeholders
- Analysed budgets, technology, processes and people
- Developed business case
- Reviewed options
- Developed implementation approach

Business Benefits

- Reduced support costs
- Reduced head count
- Facilitated centralisation of processes for PC infrastructure
- Improved service management processes

Technical Benefits

- Standardised infrastructure
- Improved speed of deployment
- Centralised support through use of systems management tools