



Interim IT Management

..... THE CLIENT

A leading department store.

..... THE OPPORTUNITY

The store had an urgent requirement for a highly experienced interim IT Manager to help them remediate a number of service and stability issues affecting their IT delivery. They were also keen to develop an IT strategic plan to take them through the next three years.

They approached Virtrium with their requirements and we were able to assist by rapidly deploying one of our senior consultants to this interim role.

..... VIRTRIUM'S APPROACH

In conjunction with the business we confirmed that two key areas needed urgent improvement - people and organisation. A review of the department revealed that there were no consistent or effective working practices and procedures and the back office infrastructure was old and poorly managed. The relationship between IT and the rest of the business was weak and needed to be strengthened.

Virtrium built a three year IT strategic plan aligned with their business development ambitions. The strategy set a vision for the future and was designed to improve the stability and availability of the IT systems and services needed to run the business day-to-day. The plan was accepted in its entirety and given full budgetary approval by the senior management and executive.

..... THE OUTCOMES

The IT department has been given the direction that it needed and with further development it will see itself as a strong support function and a facilitator for change and development within the business.

Sizeable savings were made by reviewing all IT costs ensuring that they were adding value and delivering a more efficient IT service. A greater level of efficiency has arisen within the whole business as a result of this and, in addition, IT projects are now being delivered on time and on budget. The turn-around of IT is seen as an exemplar of good practice and is regarded by the Finance Director as a mechanism improve the way the business operates.

"Virtrium clearly understood and implemented the vision of where we wanted to go and then helped plan and implement the changes required. We have confidence in Virtrium's work and great respect for their strategic proposals. With their help we have managed to engage everyone in the change, helping to develop the relationship between IT and the rest of the business. The roadmap clearly sets out the way forward for the IT needs of the business", says

Finance Director



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