

IT Strategy Project Case Study -Telecom

THE PROJECT	<ul style="list-style-type: none"> • Developed the IT strategy mid-sized UK headquartered telecom player with B2B Operations in Africa: • Documenting and rolling out RFPs • Vendor Evaluation • Transition and governance of the IT outsourcing activities
BACKGROUND / HISTORY	<p>ITyukt client, mentioned Telecom player, had the ongoing challenges as listed below :</p> <ul style="list-style-type: none"> • Existing IT operations had the transformation challenges and higher cost. • With the acquisition of another telecom player, there had been two set of different and parallel running application in IT stacks basis, e.g. two CRM systems, two billing system etc. • There has been IT stack with the legacy and propriety applications in place with high license cost. • Total set of IT applications close to 100+ with many small applications. • Outdated outsourced and other fragmented contracts were running for the IT landscape
APPROACH AND ACTIVITIES	<p>Strategy Development :</p> <ul style="list-style-type: none"> • ITyukt as Strategy partner formed the strategy team with necessary skills sets • It reviewed the current architecture, cost, internal talent and vendor arrangements • Identified the stakeholder from clients IT teams to form the Steering team.. • Frequent meetings with the required stakeholders. • Weekly reporting to Project Sponsor. • Basis the ITyukt experience, available client documentation and discussion with the IT teams drafted the phase wise Strategy for transformation. • Align on the approach and required tweaking as per ecosystem needs in the IT strategy so to asap move to next phase of RFP documentation. • ITyuket created the 5 block IT strategy to meet the 'Digital transformation' vision of the company • ITyukt created the TCO for existing cost case analysis and suggested execution methodology. <p>RFP Documentation:</p> <ul style="list-style-type: none"> • ITyukt drafted the RFP documentations for the first 2 blocks(largest one with around \$7 million yearly expenditure) i.e. Application Ops, End-user computing, IT Infrastructure and IT NOC and IT security. • Took the approvals from the various stakeholders • Rolled out the RFP to the possible vendors as per their procurement process <p>Vendor Evaluation:</p> <ul style="list-style-type: none"> • ITyukt developed the Score based Vendors Evaluation Framework.

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	<ul style="list-style-type: none"> • Basis the multiple rounds of Vendor discussion ITyukt presented the Final Vendor Scoring with Recommendation Report • ITyukt developed the SLA framework for monitoring the performance of the outsourced supplier <p>Governance:</p> <ul style="list-style-type: none"> • ITyukt formed the PMO and governance plan and setup the initial team for the transition execution. • ITyukt created the governance framework and started with initial activities.
PROJECT LIMITATIONS	<ul style="list-style-type: none"> • Limited existing technical and cost documentation. • Two set of IT teams and stakeholders in ecosystem. • Time and cost constraints • Resistance to change with IT department