



IT strategy and planning

a global automotive repair group

the challenge

qedis was asked to support the clients vision for IT through the development of a comprehensive IT strategy. Our team was also engaged by the client to establish global best practice for their core customer interaction processes, recommend an approach for building a flexible common platform and propose a delivery model and organisational design to support the new strategy.

Sounds like a task for the qedis team...

our approach

Working closely with the client teams, qedis took a phased approach which initially entailed understanding the business drivers alongside the current processes and systems in place. From this they identified potential operating model options through reviewed design possibilities with agreed design groups and subsequently designed the target IT operating model and required architecture. Finally the qedis team created an IT strategy, roadmap and business case; which included holding an all-day Executive Review with the client CEO, CFO, CIO and country managers to share emerging strategy, refine messages and gain buy-in. Underlying our approach at the client was a strong change management process which engaged and collaborated with key stakeholders on the all major aspects of our work.

our value

- Received unanimous approval of the IT strategy at a final Executive Review with the client Board
- Created a clearly defined the IT vision for 2015 and its implication on Group IT and the Business Units
- Achieved high level of buy-in, support and enthusiasm for the strategy from the country managers
- Received approval to move ahead with the mobilisation of a new programme to implement the IT strategy
- Received approval of the financial approach to develop a separate business case for each phase of the programme
- Provided clear baseline design for the process, technology and IT operating model
- Achieved agreement that the overall approach in the IT strategy should be applied across the whole client group

All in a days work!!

