

Success stories: Global Digital Services Company

Global Media Organisation Managed Service Contract – Process Maturity Assessment

A global digital services company headquartered in Bezons, France.

Fusion completed a Process Maturity Assessment (PMA) on a number of core IT Operational processes that were being provided under a major managed service contract for a global media organisation.

The PMA reviewed twelve operational processes, including Incident, Problem, and Configuration Management and the underpinning technology solutions.

The problem

The customer of the managed service had sought the assurances of an external party that the managed service contract was being delivered through the provision of processes that were in line with best practice.

The solution

The PMA highlighted the core process and activity hot spots that were impacting the current managed service delivery. It provided a number of process, technology and organisationally focused recommendations that would, if implemented effectively, address the major process inhibitors and build upon the process enablers to ensure that all of the assessed processes, and its underpinning technology were being delivered in line with best practice.

The benefits

Increased visibility of key issues impacting the efficient and effective delivery of existing processes and the underpinning technology solutions.

Allowed them to develop a Service Improvement Plan (SIP) to begin to implement the recommendations.

They commissioned a repeat of the engagement a year later to assess how far the SIP had matured each of the processes.