

# Success stories: European IT Vendor



## £430K potential annual savings identified across Central Government Managed Service Contract

One of the leading European IT vendors with a presence in all key markets in Europe, the Middle East and Africa, plus India.

Fusion completed a Benefits Identification Assessment (BIA) on a number of core IT Operational processes that were being provided under a major managed service contract for a Central Government organisation.

### The problem

As part of a government managed service contract they operate a number of legacy systems. Under the terms of an addendum to the existing contract they needed to make significant saving to the operating costs of this contract.

### The solution

The BIA reviewed several operational processes, including Incident Management, and the related technology solutions underpinning the process in order to highlight the inefficiencies inherent in the existing processes, technology and process organisation. Technology recommendations were focused on their existing Peregrine and Blade Logic solutions.

### The benefits

All major inefficiencies were costed and the total potential benefits identified totalled £430K per annum. Increased visibility of the key issues that were impacting the cost of delivering the managed service. Deliver more efficient and effective operational processes and underpinning technology solutions.

