

IT Process Management

Develop and maintain a procurement process for a newly independent company

Overview

Country: United States

Industry: Engineering Technology

Service areas: Management Consulting, Systems Integration & Implementation

Customer Profile: The client is a worldwide leader in electronic and bio-analytical measurement tools to advance the electronics, communications, life science research, environmental, and petrochemical industries.

Business Challenge: After spinning off from their powerful parent company, the client needed to establish IT purchase procedures and processes as a new, independent company.

VMC Solution: A VMC team of management consultants evaluated existing hardware and software procurement processes and designed new processes as needed.

Benefits:

- VMC's rapid implementation enabled the client's company spin off to occur on time.
- Procurement efficiency and client productivity has significantly increased, and cycle time between each process step has decreased.
- The average time from hardware request to procurement reduced by more than 70%.

Business Challenge

Spinning off from their parent company was both exciting and challenging. But the client realized they would be on their own to procure hardware or upgrade their systems, and the existing procedures in place under their parent were not optimal for the new independent company. The client needed to build new business process and procedures for managing procurement and hardware upgrades, including designing new purchase plans and billing and depreciation schedules.

The client's staff did not have the skills or bandwidth necessary to develop and maintain a new procurement process in-house, and needed outside consultants to lead the way in modifying existing procedures and engineering new processes to meet the company's needs.

VMC Solution

A team of VMC engineers began working onsite at the client's facility to develop procurement and asset management procedures that would work for the new company's global operations.

VMC consultants analyzed the client's asset management processes to identify and create new procedures, building upon existing procedures where possible, with modifications to suit the new independent company as needed.

The VMC team planned and aided the building of a network infrastructure to support the client's 28,000+ employees worldwide. The team also analyzed infrastructure changes and determined when to take physical server systems down to avoid or minimize any negative impacts to the client's business during hardware upgrades and maintenance.

All newly created processes and procedures were documented to provide easy training and orientation for both existing and new members of the procurement group.

On an ongoing basis, the VMC engineering team manages the support of all global data and storage systems, engineering work, high end planning and engineering for roll out of applications within the storage system, and general needs-based analysis and planning on the architecture of the company's data centers.

Results

VMC staff met the immediate process management requirements of the client, enabling the company to be entirely self-sufficient in time for their spin-off from their parent company.

The procedures created ensured the client's customers would continue to receive high service levels, while minimizing the involvement of the client personnel in the performance and management of standard business practices.

This ongoing project has yielded positive results:

- Procurement efficiency and client productivity has significantly increased.
- The cycle time between each step in the procurement process decreased.
- The average time from hardware request to procurement reduced by more than 70%.

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