

Client Profile



The client provides funding for green real estate projects. Investments are made in both new development as well as retrofitting projects that reduce energy costs and carbon footprints. Projects include energy efficiency, cogeneration, renewables, fuel conversions and demand response. The firm invests in projects across all building types in the boroughs of New York City.

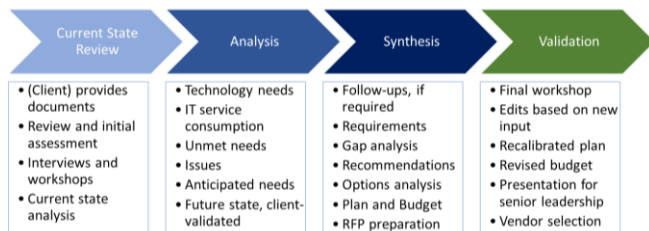


Business Challenge

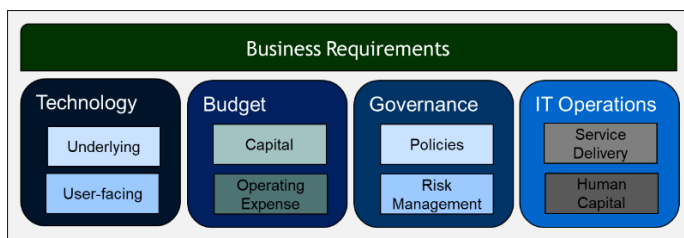
The business outsourced the IT function but did not believe it was being well-managed. The value received compared to the rate of spend was also questioned by senior leadership. Actionable Strategies was recommended by another client as an unbiased expert in evaluating IT Strategy and providing actionable recommendations.

Solution Approach

Actionable Strategies applied the following basic methodology used successfully with many clients.



This client retained sensitive financial data making IT risk management a key consideration. Software development was not a factor since the firm only used packaged applications managed by external vendors. Analysis focused on unmet needs and unfulfilled requirements of the business. Previously, technical considerations drove decision making.



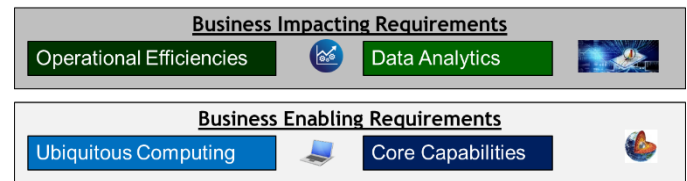
Strategic Considerations

Strategic planning activities covered the management spectrum:

- ◆ **Alignment:** Ensuring that the IT Strategic Plan mapped directly to business strategy through direct input from stakeholders
- ◆ **Governance:** Management, supervision and reporting processes required to manage IT
- ◆ **Finance:** Budgetary benchmarking, forecasting, and cost control measures
- ◆ **Operations:** Establishing and maintaining levels of service to the business

Notable Results

Actionable Strategies delivered an IT Strategy that aligned to business strategy and the specific needs of leaders and stakeholders.



The client subsequently engaged Actionable Strategies to select vendors and drive implementation of the strategy. Key results, verified over the following years, included:

- ◆ **Management** – Improvement in IT management was introduced including direct stakeholder engagement, planning and budgeting against the IT Strategic Plan and Roadmap
- ◆ **Capabilities** – In addition to an improvement in basic IT services, data analytics became a defined and funded initiative.
- ◆ **Efficiency** – Process improvement and a restructured service delivery model dramatically increased service levels, including 24x7 support, while costs remained comparable to other benchmarked organizations
- ◆ **Mobile Computing** – Users gained the ability to remain productive outside of the office where many key contributors worked, resulting in significant gains for the business
- ◆ **Customer Satisfaction** – End users received dramatically better service and the number of issues dropped significantly