



End User Innovation Through Efficiency

Case Study



for a
**Top 3 UK
Bank**

- ▶ Technology Cost Optimisation
- ▶ Infrastructure Strategy
- ▶ End User Target Operating Model

August 2015

Client Profile

Since the financial crisis began in 2008, many large global organisations have been investigating how to improve their revenue margins by better managing their operational expenditure. In many cases, this has resulted in business or regionally aligned infrastructure services such as Technology, Human Resources, Facilities and Finance looking at how they can integrate effectively into a single global organisation. It's not only integration at a leadership, managerial and employee level required to achieve this; it needs a much deeper focus on tooling, process and de-duplication across a company's entire operations portfolio. The end goal is to do it once, do it right and do it as efficiently as possible with standardisation being a guiding principle.

- ▶ Financial crises severely impacting bank bottom line, including IT.
- ▶ Infrastructure services across the business not aligned.
- ▶ Opportunities for efficiencies where services can be integrated



The Challenge

2011 through to 2013 saw one of the leading global financial institutions embark on such a journey helped by the StrataPrime team who played a pivotal role in this transformation programme. The objectives were: to assess the benefits of integrating two large infrastructure organisations moving them to a standardised globally consistent set of service offerings within 3 years. During each year of the implementation, there needed to be a year on year efficiency that hit its maximum in year three, delivering a sustainable return.

What We Did

Strataprime helped lead and define the approach and process that would be used to drive the implementation across the End User Computing space, ensuring it strictly adhered to the programme objectives across the global infrastructure and services space as well. The below framework was created and used throughout to help review the current state and move over to the target state through multiple discrete packages of work prioritised by some key characteristics.

17%

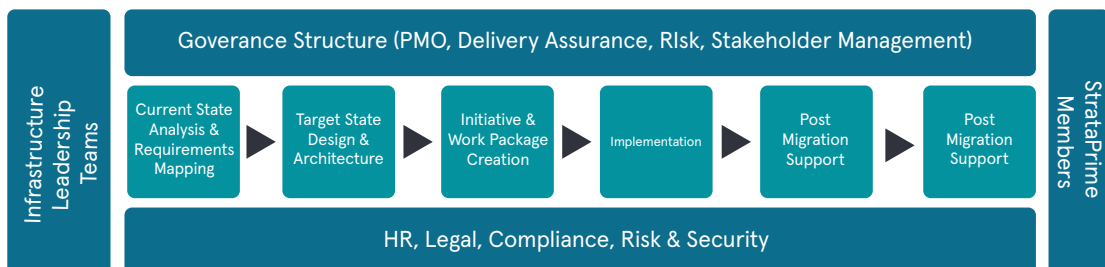
Planned Reduction
of Annual Budget

£54.6m

5-year
Target Savings

£21.6m

Post-programme
Annual Run-rate
Savings



The Result

The process and work surrounding the collaborative engagement provided a clear set of activities to realise a 5 year target saving of £54.6m. The plan took into account the costs to achieve such a transformational change which equated to an investment of several million pounds before producing a post programme year on year run rate saving of £21.6m, a 17% reduction of the previous annual budget.

Talk To Us

StrataPrime has the tools and expertise to provide a range of technology solutions.

If you would like to find out how StrataPrime can help your organisation, please reach out to **tbm@strataprime.com**. You can also visit **www.strataprime.com**



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