



## IT Health Checks – an effective tool to properly respond to changes in the business world

### Does this sound familiar?

- Executives and CFOs increasingly appreciate that IT is key to realise major parts of innovations and efficiency improvements which result in competitive advantages.
- Specific major IT challenges are:
  - Readiness for strategic IT sourcing, i.e. the transition from direct guidance to management of external services in an outsourced IT environment. This intensifies in a cloud computing environment with the need to coordinate a variety of external services and service providers.
  - Ability of an IT organization to transform into an internal service provider (SLAs, standard operating procedures, roles & responsibilities, management by KPIs).
  - Degree of standardisation of IT supported business processes as an effective response to business requirements.
  - Compliance with information security standards (ISO27001, ITIL, COBIT and German BSI standards).
- Often the maturity level of IT is not sufficient to meet these challenges.

### This is what TCI can offer:

- **IT Health Checks** are the starting point for improving the level of maturity and efficiency of the IT, pointing to qualitative and quantitative fields of action within the IT and through IT.
- **IT Health Checks** are a quick and cost-effective alternative to complex analysis. Due to the exploration of arguments, CIOs and IT execs can communicate the performance and added value of their IT organizations transparently and convincing to the CFO or executive board.
- **IT Health Checks** analyse the impact of risk factor changes through typical scenarios, to evaluate the challenges for IT and the effectiveness of the defined measures.
- **IT Health Checks** are based on proven approaches, show the relevant fields of action and cover all relevant aspects to improve the financial value proposition of your IT.

### Benefits

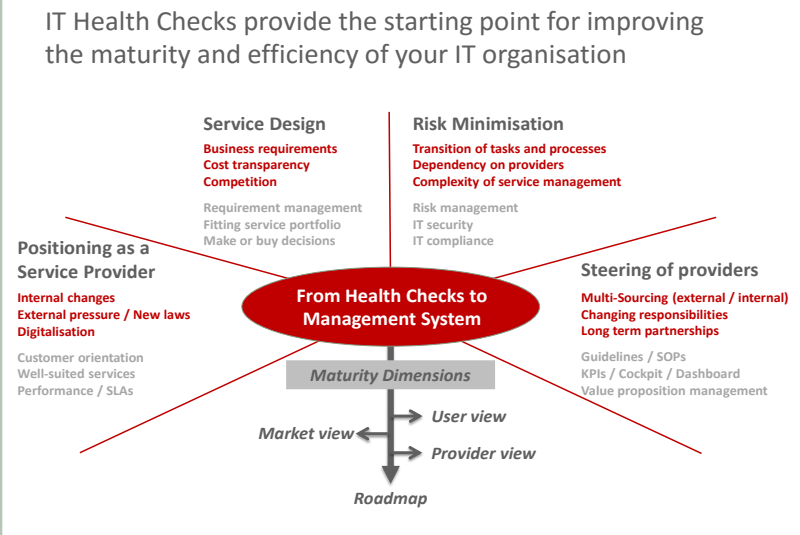
- You will get distinct starting points for sustainable process improvement.
- Areas for improvement and actions will not only be highlighted but also prioritised as well as evaluated against their efficiency and business value.
- You will have clear assignments of roles and responsibilities – consistent on each level.
- IT Health Checks will lead to a practical and holistic roadmap for your company.



## Key features and results

The **IT Health Check** provides:

- Starting point & gap analysis: We evaluate your IT, test its efficacy and deliver a management report on possible improvements.
- Areas for improvement: We point out technical & organizational measures, indicate deficiencies and recommend specific actions.
- Cost/benefit evaluation: We develop and implement target-group-oriented key indicators (KPIs), explaining the performance of your IT in a transparent and conclusive way.



## Experiences and competencies

As independent experts we managed projects successfully for SMEs and international companies:

- Evaluation of the maturity of service delivery processes; repositioning of the IT: strengths-weaknesses-analysis, development of innovative future scenarios, transformation
- Improvement of roles, responsibilities and process quality of an SME IT organization to better align with business requirements for an economically efficient ERP solution, increase of ability to transform the existing IT strategy into lean IT processes, change management
- Setup of IT compliance organization for the CIO of an international manufacturing company - Compliance with ISO 27001 & SOX, internal control system (SAP controls), SAP assessment
- Transformation of the internal IT of a German bank into a globally acting IT service provider - Development of KPIs for IT services, implementation of SLAs, concept to manage with KPIs
- ITC service portfolio definition, service request and catalogue management, improvement of order-to-cash processes as part of key account management of a global service provider
- Development of an information security management system and appropriate KPIs by order of the board of a German insurance company, coaching of the change management process

**TCI Transformation Consulting International GmbH**  
 Wildbader Straße 9 | 68239 Mannheim – Germany  
 Office: +49 621 496084-0 | Fax: +49 621 496084-99

© 2015 TCI GmbH  
[www.tci-partners.com](http://www.tci-partners.com)  
 All right reserved.

[holger.schellhaas@tci-partners.com](mailto:holger.schellhaas@tci-partners.com) | [ulrich.kolberg@tci-partners.com](mailto:ulrich.kolberg@tci-partners.com) | [norbert.fuchs@tci-partners.com](mailto:norbert.fuchs@tci-partners.com)