



● Outsourcing Feasibility study ●

Daisy's Outsourcing Feasibility study provides business leaders with relevant information, insights and recommendations to support more informed decision-making in outsourcing.

As the role IT plays in supporting business objectives becomes ever more critical, senior IT and business people are increasingly targeted with improving the business value delivered by IT functions whilst reducing costs. Outsourcing is an opportunity to create additional value and achieve delivery of more reliable, cost-effective and higher quality services to all consumers of IT. This consulting engagement provides such leaders with new insights and evidence to help them make the right decisions in outsourcing, based on:

- A view of the organisational culture in relation to IT services
- A comparison of process maturity in relation to an external provider
- An assessment of the cost of change
- External objectivity

What's covered?

Daisy's structured approach ensures business objectives are understood during the discovery phase and then mapped to the existing capability across people, process, technology and existing sourcing arrangements. The baseline is documented with the necessary detail, enabling Daisy to make appropriate recommendations and business intelligence to inform decision-making. A report and high level presentation to key stakeholders include:

- An executive summary of the engagement
- The current service operating characteristics
- The required service operating characteristics
- Pre-requisite projects or activities prior to considering outsourcing
- An outline business case for insourcing/outsourcing or co-sourcing



How You Benefit

A successful transition to outsourcing means deploying the right combination of people, process and technology. The Daisy approach ensures the wider needs of the business are considered – and that every strategic and specific transition project can contribute value or efficiency to the business.

The opportunity is to use outsourcing when & where it is most appropriate to. For example to:

- Ensure effective IT governance
- Reduce costs
- Minimise risk
- Enhance communications
- Improve end user experience

Utilising best practice approaches to optimise the deployment of people, processes and technology Daisy helps organisations to:

- Provide objective challenges to established thinking
- Promote and maintain the alignment of IT with business objectives
- Deliver robust, repeatable and efficient IT services to internal and external customers
- Increase value and improve control over the delivery of systems and services – whilst mitigating risk
- Measure and manage performance
- Comply with applicable legislation and regulations
- Facilitate effective communication between IT and the business
- Increase internal and external customer satisfaction with the IT function
- Establish robust ROI and TCO ~ metrics

Consultative Services: Outsourcing feasibility study

Daisy provides a range of consulting services designed to assist organisations in delivering business value, improved efficiency and increased resilience. We will recommend clear, 'proven approaches' identify manual processes, and help you fully understand the obscure and often undocumented relationships between infrastructure and services.

Programme Management

Daisy has proven experience in key areas including:

- **Stakeholder Appreciation & Support** – ensuring all key stakeholders understand the reasons for the IT service management framework and the business and operational benefits gained
- **Targeted Communications** – ensuring the business understands the programme, its aims and objectives; targeted information should be ongoing to demonstrate benefits to the business
- **Process Documentation** – working documents, managed under change control, ensure the parties involved agree and work to the same goals
- **Accurate Data Collection** – covering areas such as asset management and a CMDB (configuration management database), this is critical for success
- **Transition to Service** – ensuring services are implemented in line with the solution design
- **Continuous Service Improvement Programme** – under the ownership of the Service Delivery Manager (SDM), this includes regular reviews of all aspects of the IT service management framework post adoption through objectives, assessment and measureable targets



Why Managed IT Services from Daisy?

Today's internal IT function cannot be all things to all people at all times, staying on top of the latest technology and meeting changing demands while facing constant pressure on budget, headcount and resources. This is where Daisy can help you to reduce costs, enhance IT service levels, eliminate risk and profit from innovation through a complete range of managed IT services – all informed by business-focused consulting and with business continuity embedded. We develop a deep understanding of your set-up and requirements then advise on the right services to optimise efficiency while driving costs down.

In addition to Service Desk, other Managed IT Services include:

- Service Desk
- Deskside Services
- Software Support
- Hardware Support & Maintenance
- Installs, Moves, Additions, Changes, Disposal (IMACD)
- Systems Monitoring & Management
- Network Monitoring & Management
- Managed IT Lifecycle Services
- Service Delivery Management
- Business Consulting

To find out more about Daisy consultancy services speak to one of our specialists today:

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