

## IT Performance Improvement

As the IT, Managing or Finance Director for a blue-chip company, how do you achieve optimal IT performance?





# CONSULT WITH OUR TEAM OF IT SERVICE PROFESSIONALS

Grange Consultants understand the obstacles you face – each one of us has acquired a wealth of experience working in demanding senior IT roles. We know you need to align IT with business goals, improve service efficiency and effectiveness, and provide support to respond to business issues. Through it all, you must keep cost as low as possible.

## You don't have to go it alone.

With more than 20 years experience, our team of highly qualified independent consultants have worked with more than 100 blue-chip companies across all sectors and at all levels, through to board level. Grange Consultants' mission is **"to enable customers to achieve best business value through effective IT performance."** We do that by providing end-to-end services that fit your company's needs precisely.



## We help you achieve results quickly.

We identify critical areas early, recommending improvements and then supporting you in driving them through. Typical results include a 20% cost reduction, more effective IT processes aligned with business need, enhanced service to customers and a streamlined IT team focused on delivering service that advances your real business objectives.

**Grange Consultants focus on results: lower costs, improved service and enhanced employee performance.**

### Service improvement

- Deliver the real user business requirements
- Enable a focus on value-generating areas
- Implement objective and measured service management

### Cost reduction

- Create process and resource efficiencies
- Reduce third-party costs
- Maximise employee contribution

### Issue resolution

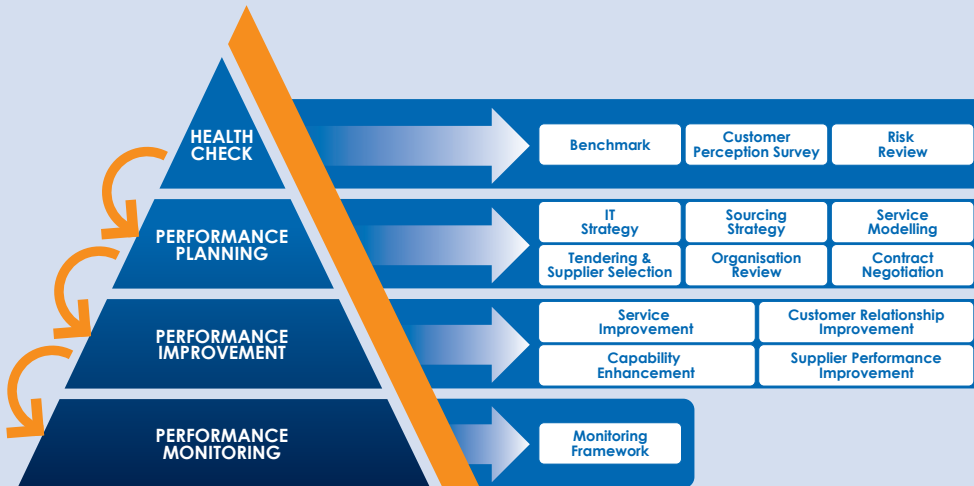
- Improve supplier and employee performance
- Procure or renew services
- Resolve project backlogs

### Create sustainable improvement

- Coaching of managers
- Develop performance monitoring framework

**The results will transform IT in your business.**

# ROUTEMAP TO EFFECTIVE IT PERFORMANCE



Grange Consultants are unique in the ability to guide your business through every phase of IT performance improvement. We provide end-to-end services – from analysis and recommendations through performance planning and improvement and finally to monitoring to sustain your results. Select or combine individual services from one phase or from all: It's your choice.

## GRANGE CONSULTANTS PROVIDE END-TO-END SERVICES

### HEALTH CHECK

#### Define opportunities for improvement.

Engagements with Grange Consultants typically start with a Health Check. We provide a short, sharp, independent assessment of IT service delivery within your organisation. Then we offer recommendations for sustainable performance improvements. Without exception, we deliver cost savings or performance improvements that pay for Health Check services many times over.

#### Health Check consists of the following services

- Benchmark
- Customer Perception Survey
- Risk Review

### PERFORMANCE PLANNING

#### Develop a strategy that puts you on the performance path.

After your organisation and Grange agree on recommendations, the next step is to plan their implementation. We focus on initiatives that will produce the highest Return on Investment in the shortest amount of time.

#### Performance Planning consists of the following services

- IT Strategy
- Sourcing Strategy
- Service Modelling
- Tendering & Supplier Selection
- Organisation Review
- Contract Negotiation



“ Grange have enabled us to re-focus, re-organise and energise the IT department to support the Palmer and Harvey growth strategy. Acting as interim Director of IT they have set the agenda for the next twelve months and helped us implement key projects. ”

**Julian Streeter**  
Managing Director – Operations

## PERFORMANCE IMPROVEMENT

### Achieve your IT vision.

With board-level experience in multiple disciplines, our implementation skills are more than a match for our consultancy skills. Depending on the scale of changes, we may undertake programmes of work or specific projects for you. The focus is on achieving desired business outcomes for you.

#### Performance Improvement consists of the following services

- Service Improvement
- Customer Relationship Improvement
- Capability Enhancement
- Supplier Performance Improvement



“ I engaged Grange to provide additional input to our IT Strategy. They provided a framework to assess IT performance, re-organise and develop an IT Strategy. Their advice is pragmatic and business focussed. They have helped us make the best use of our existing resources to deliver improved customer service. ”

**Steve Hill**  
UK Divisional Financial Controller

## Learn more about Grange Consultants

Visit us online at [www.grange.uk.com](http://www.grange.uk.com) to learn about our team, capabilities, services and the results we can produce for you.



“ Grange provided an imaginative and innovative approach to changing our existing outsourcing contract resulting in substantial improvements in the deal. ”

**Mark Tonks**  
Finance & IT Director

## PERFORMANCE MONITORING

### Build on your results.

After you implement an IT performance improvement programme, you will have an organisation realigned with business needs and with a known and measurable profit / cost base. To ensure that you make continual progress towards your IT performance objectives, we can work with you to develop an effective monitoring framework to ensure the results achieved are sustained and built upon. This framework will allow you to monitor the balance among service quality and delivery, value, customer perception and organisational capability.

#### Performance Monitoring consists of the following service

- Monitoring Framework

## Contact us

To speak with us about maximising your IT performance, call +44 (0)121 445 5701 or send an email to [info@grange.uk.com](mailto:info@grange.uk.com).