

IT Org Transformation

THOMAS EMMONS

Customer: CEO / CFO
Situation: Organizational Restructure
Investment: \$1.2mm USD; 12 months
Return: +\$70mm - \$90mm USD

THE WORK

Restructure and transform IT organization plagued with cost overruns, service impacts, and maturity limitations within a client poised for equity transaction / sale.

Team began engagement with full audit of IT and technology cost, organizational maturity review, business alignment, and risk / pain point discussions. Eight-week assessment uncovered several opportunities for transformation. Team presented output and recommendations to CEO, CFO, and Board of Directors.

CEO and Board of Directors requested that Team stay, take lead of IT organization, and implement recommendations identified during assessment. Team spent the next 10 – 12 months implementing recommended changes while drawing direct tie backs to direct P&L impacts.

THE RESULT

Immediately following leadership change, Team implemented structured reporting procedures across all IT related functions to drive transparency and trust back into the wider internal customer base. Enhanced reporting and transparency allowed IT organization to move away from a reactive state and further increased the ability to perform transformation activities.

Contract Review and Negotiation: Every IT contract reviewed, and vendors brought to the table. Each vendor (as applicable) was updated on transformational activities and provided an opportunity to renegotiate contracts. Contracts not updated were placed in review for replacement.

Network Transformation: 35 offices globally utilized an MPLS network. Each office was upgraded with an SD-WAN network that dropped costs by more than \$500k annually.

Cloud Migrations: Infrastructure teams led in the development of cloud migration strategies for on prem data centers. Data Centers migrated to Azure environments where possible based on external customer services. \$250k annual savings in lease, capital purchases, maintenance, support and more.

Service Desk Insourcing: Outsourced service desk escalated costs while decreasing services provided to internal resources. While this created cost increases within IT it also drove significant reductions in billable hours for client facing professionals. Service Desk insourced into IT and allowed to support global reach at an immediate savings of over \$600k annually. Revenue increases not calculated.

Unified Communications: Increasing usage of remote workers and A/V conferencing caused a surge in communications cost that required significant focus. A unified communications plan across the global enterprise resulted in a savings of nearly \$1.5mm annually.

Additional insourcing of appropriate services, efficiencies in process and capability, transition of operational costs into capital and non-recurring costs accounted for another \$3-4mm annually. Company was able to show adjusted EBITDA during sale which led, with multiples, to an increased value of more than \$70mm.



PHONE
+314 808 4201

EMAIL
thomas.emmons.01@gmail.com

WEBSITE
www.ThomasEmmons.com

LINKEDIN
/thomasemonsCIO



MORE INFORMATION AND LATEST RESUME

Thomas Emmons is a career technology executive that has specialized in utilizing the power of technology, combined with a critical understandings of business objectives, to deliver value to organizations and clients alike.

As a seasoned technologist with a background in Turn Around and Restructuring, Emmons brings an executive perspective that aligns an understanding of valuation with the advancements of appropriately considered technology.

To learn more about what Thomas Emmons and his team can do for your organization connect via the contact information above or the QR code below.