

ACHIEVEMENTS

Function *IcT Manager*
Company [Groupe Bruxelles Lambert](#)
Period 2006-2009
Business case

- Adapt infrastructure to today' needs
- Raise user level satisfaction.



1. Executive summary

Groupe Bruxelles Lambert, a BEL20 company wants to have an IT Infrastructure adapted to their needs.

- Raise the level of IT services
- Adapt infrastructure to remote access
- Adapt suppliers contracts to the expected level of service

2. Customer Challenge

- IT services continues as usual
- No interruption during working hours
- Users do not like/want "changes"
- Hiring a new IT Manager after mission
- No documentation of current infrastructure and processes

3. Operational solution

- Audit current infrastructure and document critical processes and components
- Setup test infrastructure
- Standardize PC model & configuration (HP & Vista Pro)
- Standardize Servers configuration (HP Blades – Windows 2008)
- Implementation of virtualization (Virtual Server with Windows 2008)

4. Key success factors

- Selection of supplier(s) adapted to the size of the company
- Choose stable and proved solutions (ie Windows 2008 / Exchange 2007)
- Test and validate solution(s) (setup a test infrastructure, choose key users)
- Agreed Top management full agenda schedule, budget under control and regular meetings on achievement
- Be focused on users satisfaction and delivery of information

5. Results and Return

- Infrastructure "up to date" (network/PC Vista/Servers (Blades)) using state of the art technology
- Infrastructure ready for remote IT administration and support & for users remote access
- Hiring of skilled IcT Manager
- Full documented infrastructure

Reduce

- IT Service calls (users) by 40%
- Services interruption by 80% during working hours
- Spending on suppliers contracts by 20%
- Number of servers by 15%

Raise

- User satisfaction by 75%
- Adapted and up to date Documentation (servers, processes, user documentation, policies)
- Availability of IT Manager by 50% (less calls)