

Sharma Analytics

DATA INTO INFORMATION

OUR WORK: IT ASSESSMENT AND REORGANIZATION

We work with CxOs and other executives that have responsibility for their organization's technology. Our team typically works with organizations that don't require a full-time CIO, but need CIO level strategy for specific projects.

OUR PROCESS

- Review technology spend
- Complexity to capacity system matching
- Helpdesk ticket data review and analysis
- Department by department technology review
- Rationalize the current technology portfolio
- Prioritize technology improvement projects
- Vendor expectation review
- Staff assessment
- Plan and execute technology stabilization roadmap
- Assess return on investment (ROI) of potential technology projects
- Engage external technology vendors as necessary

PROJECT SPOTLIGHT

ELECTRIC UTILITY

ISSUE: A private equity owned energy utility was struggling to prioritize and manage technology projects in its aging facilities. The company's IT staff were overburdened with fighting fires and lacked the leadership to tackle IT infrastructure issues.

SOLUTION: We assessed help desk processes and staff capabilities to prioritize projects. Underperforming external vendors were replaced, staff roles were adjusted, and we managed day-to-day implementation of the IT department until a new manager was hired and trained.



IT department customer satisfaction went from 40% to 90% within 90 days.