

Strategic Consulting

Defining and delivering the value of IT for business benefit

risual provides a range of Strategic Consulting services to assist our customers in improving operational efficiency and resilience through the deployment of technology aligned to business needs.

risual can help build the necessary relationships both internally and with your partners to:-

- deliver a robust, repeatable, efficient IT service
- promote and maintain the alignment of IT with business objectives
- maximise your existing technology investments
- mitigate risk in delivery
- support governance and promote compliance
- facilitate effective communication between IT and the business
- increase customer satisfaction in relation to the IT function
- ensure clear ROI and TCO metrics
- provide objective challenges to established thinking

risual has the following Strategic Consulting packages designed to help business and IT:

- Delivering value from IT
- Building your business in the "Cloud"
- IT Strategy design
 - Infrastructure
 - Security
 - Management
 - Collaborative working
- Service Delivery
 - Moving from IT to ITIL
 - Business case definition
 - Delivering security and data compliance
 - Value-based procurement
 - Sector specific portfolio

Overview

It is a well-known statistic that over two thirds of IT projects fail through poor requirements capturing and subsequent alignment to the business and its users. Coupled with another that suggests that over 70% of an IT budget is spent on operational expenditure, resulting in the in-life costs of a project being more than the original purchase, it is not difficult to see why some organisations are looking at ways to get a better return from its IT investments.

Recent economic change has taught us that paying lip-service to the word "value" without any definition or measurement will not help your organisation make it through the tough times ahead. Building cases on financials alone could mean innovation, differentiation and your customers no longer become priorities.

Consulting framework

risual's Strategic Consulting services are designed for organisations of all sizes and are based on the following three principles, proven to ensure an integrated and clear direction:

- Valuable - establishing IT's contribution to business benefit
- Robust & repeatable - delivering agility and sound process
- Secure - protecting your people, reputation and organisation

Engagement Model

risual delivers a structured process which seeks to ensure that current and future needs of the business are accounted for through the assessment of capabilities, the impact of current plans and the future direction. Recommendations are then made with actions to drive positive change taking you from your "AS IS" state and transitioning you "TO BE".

This is done in four phases:

1. What have we got? (Baseline)

How much does it cost and how effective is it?

2. Where do we want to go? (Needs analysis)

In line with the business objectives, what technology do we need to support our priorities?

3. Where are we now? (Gap analysis)

What gaps in technology service do we have?

4. How do we get there? (Recommendations)

What technology and service options will help bridge the gaps?



- Level of Business & IT alignment
 - Departmental business focus
 - Perception of IT Service
- Project priorities
 - Definition of value
- IT Capability Assessment
 - People, process and technology
 - Key I.T investments
 - Infrastructure
 - Applications
 - Service Delivery
- Procurement & sourcing methods

recommendations for change

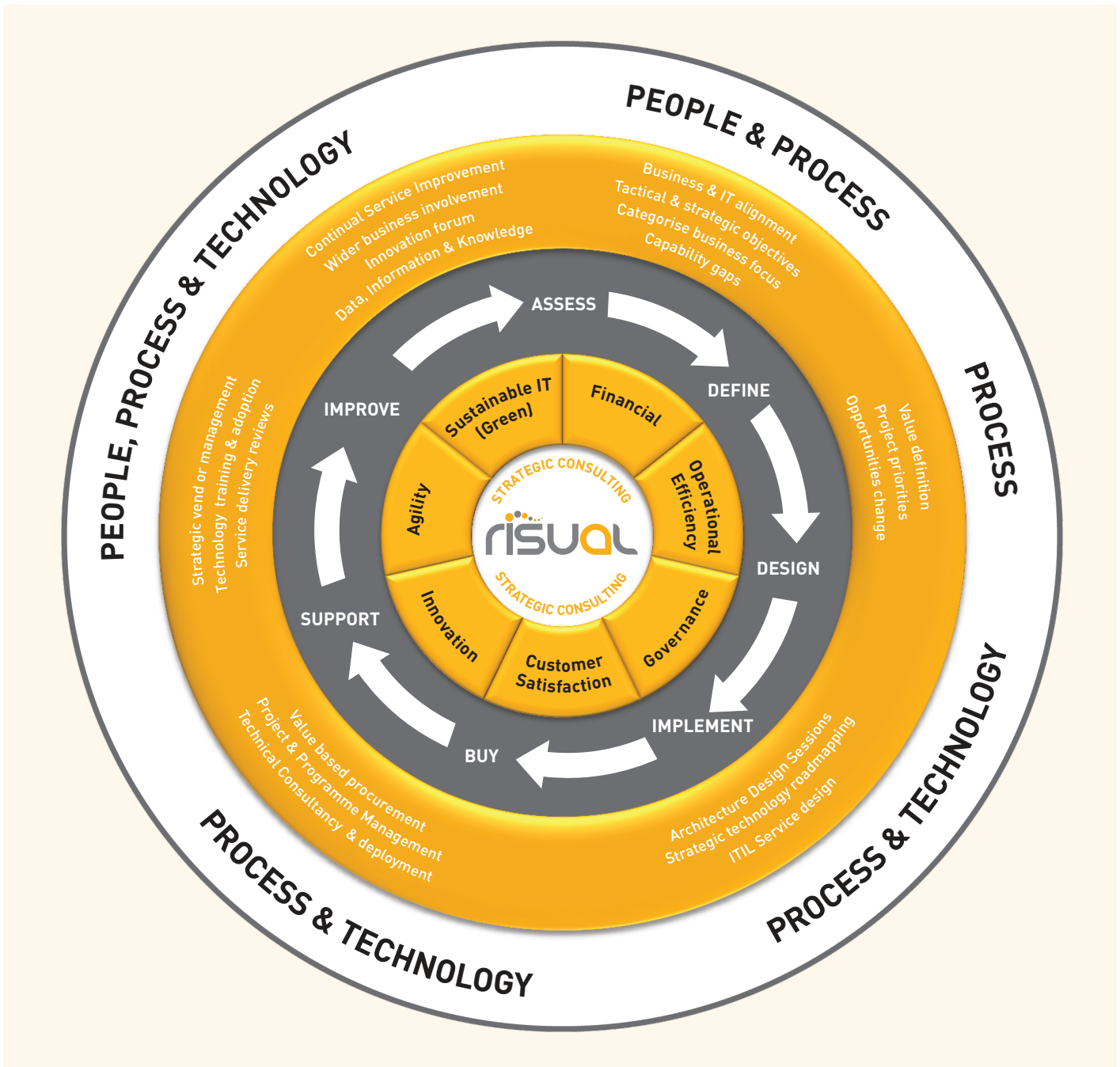
- Board level buy-in
- ITIL v3 aligned service delivery
- Clear understanding of IT's value
- Business Programmes vs. Technical Projects
- Perceived priorities vs. Actual requirements
- Priorities versus perceived
 - Roadmaps for existing & complementary technology investments
- Understanding of IT market changes and innovation



Strategic customer journey



risual use the following business scorecard and methodology to determine the most appropriate way to help customers in delivering business value. The journey takes your organisation through a series of stages to determine, "How do I Assess; Define; Design; Buy; Implement; Support; Improve?". This proven approach continues to drive long term positive business



For more information on the products and consulting services risual offer, contact us on the following or visit our website:

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Microsoft Partner

- Gold Systems Management
- Gold Virtualization
- Silver Identity and Security
- Silver Server Platform
- Silver Unified Communications

risual are ISO 20000-1:2005 and ISO/IEC 27001:2005 (information security)