

OFFICE EQUIPMENT LEASING COMPANY

IT Assessment

Client

The Client's Financial Services organization is a wholly-owned subsidiary exclusively focused on leasing its equipment to customers.

Challenge + Opportunity

The Client was preparing for a newly acquired portfolio of business and, at the same time, recognized that there was a perceived lack of transparency into IT processes.

The Client needed to objectively evaluate the effectiveness of its internal IT processes. They wanted to identify opportunities to provide enhanced value (speed and quality) as well as improve its partnership with internal business stakeholders.

Approach + Solution

TayganPoint organized its work around five objectives:

1. Analysis of resource allocation and skillsets
2. Organizational design and strategy
3. Infrastructure strengths and vulnerabilities



4. Business continuity planning.
5. Prioritization and management of large technology initiatives.

TayganPoint began with “Voice of the Customer” interviews with business executives (users), collected current state data with respect to human capital, organizational structure, technology architecture, performance of key IT systems, and other critical components. In partnership with IT senior managers, TayganPoint developed and presented a set of recommendations for improvement.

Results + Impact

As a result of the recommendations, the Client hired a dedicated PMO lead to bring discipline to the identification, selection and execution of large-scale technology initiatives. This new function continues to bring value to the Client by identifying and prioritizing highest yield projects and avoiding projects that would not provide an acceptable return on investment.

Additionally, there has been an improved execution of projects ensuring that project budgets and IT vendors are effectively managed to avoid delays and/or financial miscalculations.

About TayganPoint

TayganPoint is a management consulting firm focused on dynamic business transformation. Aligning people, process, culture and technology, they combine deep experience in strategy alignment, process improvement, change management and program management with extensive industry knowledge in Life Science, Financial Services, Healthcare and Energy. TayganPoint delivers high value operations solutions that improve performance, delivering measurable and sustainable results to clients. Learn more at www.tayganpoint.com.

