

CASE STUDY



Microsoft Partner

Silver Midmarket Solution Provider

Non-Profit Legal Organization Engages with Valor IT for Business Analysis

Organization Profile

Client is a non-profit organization. Client provides legal education and development programs for the legal profession and public. Client's technology departments were separated causing dissonance among employees and customers. General lack of synergy existed leading to duplication of efforts and ineffective practices. IT and software projects were months behind schedule. Additionally, the helpdesk and support was often inaccessible (and not user friendly). There was a high turnover in the technology departments leading to low employee morale. Inefficiencies led to high costs and overhead resulting budget deficiencies. There was a lack of standardization and documentation thus causing threat to Client's compliance and business continuity.

Solution

Client engaged with Valor IT in 2008 to provide Business Analysis.

Results

Valor IT initiated the assessment by first interviewing the senior management. Additional individual meetings with department managers and key users were conducted. The client's business analysis were performed in two stages. The first part included overall assessment of client's technical performance and SWOT (Strengths, Weaknesses, Opportunities, Threats) analysis. The Client was provided with a report on how the current technology departments impact and affect the overall business structure of the client. The second part included individual assessment of client's technology departments including quantitative measures and benchmarks such as ROI, employee productivity, direct and indirect costs, saving opportunities, etc. At the completion of the assessment, a strategic plan report was provided to the client with validation of conclusions and action plans that included:

1. Analysis: Technical assessment of the current configuration, highlighting the strengths and deficiencies of the Client
2. Recommendations: Improvements to the current configuration based on the best practices and Client's vision and objectives

Following are the results and benefits the Client has experienced since implementing the action plan:

- Introduction of accountability and "organization first" vision
- Streamlining of processes and procedures
- Clear and more defined IT roles and responsibilities
- Restructured and unified technology department
- Elimination of cross-communication
- Shift in approach from IT being a cost center to profit center
- Online education opportunities
- \$250k+ per year in direct-cost savings with new technology structure
- ISO 27002 security assessment
- Highly reliable and customer-friendly service

Overview

Country or Region:
United States

Industry:
Legal-based nonprofit

Customer Profile:
Headquartered in Arizona, USA. Client provides legal education and development programs for the legal profession. It employs 100+ people and serves more than 10,000 members.

Business Challenges:

- IS Policies and Procedures
- Personnel assessment
- Technical Infrastructure assessment
- Business Continuity assessment
- Security assessment