

Our Differentiators

Our consulting approach is characterized by intense utilization and adoption of templates, existing work products and research materials rather than doing it from scratch every time again! (Template based Consulting) That comprises the following elements:

- Well developed and proven work products/assets that are brought into the project at kick off. Examples are:
 - A complete ITIL-based and compliant process model that serves all kinds of sourcing and operating cases
 - ARIS-database including all ITIL-activities that are tied into the ITIL compliant process model (high quality outcome of a number of large projects with major IT Service Providers in Germany and Switzerland)
 - Measurement criteria (KPIs) for all IT processes
 - Proven methods and approaches for addressing IT assessments, strategy building, problem identification, transformation, management of change and process implementation
 - Benchmark data (IT expense ratios, IT staffing ratios, etc.)
 - SLA, OLA, UC documents for all kinds of IT services
- This enables the customer employees to participate within the projects more effectively and efficiently
- Higher overall effectiveness and efficiency within the projects
- Opportunity to lower project costs by utilizing existing human resources of our customer's organization "Do It Yourself"-approach, but (!) enabled and powered through Senior IT Consultants - if requested
- Real knowledge transfer towards the customer

Our Consultants

All our consultants have worked many years internationally for the big IT-Consultancies including IBM, EDS and Deloitte and have at least 10 years of experience each in the IT service industry business

Our Conditions

We offer our supporting consultancy services at reasonable prices and conditions. (Acceptable day rates or project fix prices)

Our special areas of competence

- Strategic Change project at IT service providers
- Identification and realization of cost saving opportunities
- IT consolidation and IT sourcing projects
- Detailed cost analyses on the basis of the business core processes of IT service organizations.
- Development of operating models for IT service providers including outsourcing companies
- Development of SLAs, OLAs, UCs, etc. internal and for outsourcing cases
- Process analysis and process design based on best practices, industry standards and proven methods (ITIL, ITPM, MOF, TQM, CMM, COBIT, BPR, etc.)
- Project, transition, interim and crisis management in projects of large scale as well as in strategic consulting engagements

More Information is available on our Web-Site www.it-resulting.com



About IT-Resulting GmbH

We represent a comprising top quality consulting approach for the IT service industry. That means Strategy Building, Business Process Reengineering, Management of Change, Interim Management and Professional Project Management for the whole value chain of IT service companies or IT units of big firms.

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