



Industry

Energy Solutions Provider

Eide Bailly Services

- IT Value Assessment

Eide Bailly Technology Consulting

Advisory Services Case Study

Client Profile

Our client provides power generation and transmission infrastructure and focuses on providing energy solutions across the country. An industry leader, our client continues to:

- Anticipate and adapt to fundamental shifts within the power industry
- Design creative solutions and structures for customers and partners
- Establish a unique platform with deep expertise in the power sector, including project management, power marketing, construction management and operations, as well as regulatory, environmental, financial, legal and tax issues

Situation

After two years of enhancing the core IT infrastructure, building an IT staff, experiencing some IT leadership changes and building IT support processes to meet changing business needs, our client wanted an independent assessment of the current IT environment. The goal of this assessment was to determine whether the company were getting maximum value from its IT investment.

Solution

Our value assessment approach was to determine the effectiveness of the IT organization from three perspectives: people, processes and technology. This assessment identified help desk services as an area for improvement. Improvements in this area would enhance customer satisfaction, and the increased response times would provide efficiencies to end users which are critical to helping achieve the organization's business goals.

- **People** – The assessment identified how additional business value could be recognized by ensuring IT staff members fully understand the organization's business objectives and requirements. This ensures technology initiatives and recommendations fully support these business strategies.
- **Process** – The process assessment determined the organization was experiencing a common scenario of unclear expectations, communication, understanding and agreement for priorities between IT and business users.
- **Technology** – The technology assessment validated the current IT initiatives designed to improve the current technology environment, providing more flexibility, expanding capacity and providing the disaster recovery and business continuity benefits required to meet business objectives.

Results

As a result of this value assessment, our client was able to:

- Verify the IT team's proposed technical solutions for major projects
- Identify opportunities for cost savings in those proposed solutions
- Recognize user experience and efficiency improvement through software upgrades
- Implement IT organizational changes to enhance customer service
- Validate security of its IT environment

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