fi2q
CONSULTING

What does my IT future look like?

Founded in August 2015, we are a fresh new company in the IT Transformation Consulting business, located in Berne, London and Zürich. As a fast growing firm, we are passionate about working in partnership with our clients – You – to create a positive difference to your IT Delivery to deliver significant value to your business lines, and to facilitate your transformation so you finally run your IT as a Business.

About US

We are senior IT leaders, used to act on C-level. We have extensive experience to implement and drive IT transformation from a to z: from the definition of your vision and IT strategy to the implementation of your transformation roadmap. According to your IT target state we architect and design your future IT deliveries, guide the integration and prepare your organization with effective and efficient operating models.

Frank Stich | CEO

"Service orientation requires customer focus. This is not just about providing IT services, it means offering a great customer experience from the awareness stage through to demand-, relationship-, and service management. Customer centricity is a strategy changing processes, policies, culture and services, the Holy Grail creating real customer value."

Dr. Martin Gerber | Partner

"Transformation is more than project management focusing on the triple constraint cost, time, and quality to produce deliverables according a clearly defined scope. ITD Transformation considers future business demand, market/industry trends, and the changeability of ITD capabilities, where the desired target state will change underway."

Andre van Tuinen | Partner

"At its core, service centricity of your IT organization means a competitive business model. The lines of businesses have in fact many options for IT services externally. In the extreme you have to run your IT organization as a company in a competitive (internal) market, offering real services with entrepreneurial risk taking and profit/lost responsibility."

IT Delivery Strategy, Transformation and Architecture

Very often the goal of IT transformation is to change the IT organization from being a reactive and rigid organization to a more proactive and flexible part of the business that can respond quickly to changing business requirements. Usually the transformation comprises changes to "how" your IT services are produced and delivered, carefully considering the evaluation results of core versus non-core capabilities and functions.

The benefits to the enterprise sought by using the "IT as a Business" model includes the standardization and simplification of the IT services delivered and increased IT operational efficiency. More financial transparency and direct association of the service production costs to the consumption of the services is required, driven by the need to compare the price of internally produced services with those offered by external providers.

Consequently, the areas of most attention are IT financial management, demand management and entrepreneurial risk taking by the IT organization. Business-success not only stems from having a great service delivery meeting the customer expectations, there also needs to be a thorough understanding of the cost drivers and the margins involved. Instead of thinking of fixed budget allocation to cover the IT cost, an entrepreneurial IT organization views it as revenues for its services.

Our consulting services will support you through the planning, design and implementation stages of your IT delivery transformation. We maintain oversight with you to ensure the changes follow your strategy and achieve expected business benefit targets and needs.

Our Services

We develop and integrate IT (technology) strategies, operating models, processes, governance structures and plan effective implementations to generate the ability to answer requirements and needs of the whole enterprise. We also prepare your organization to manage the transition of non-core IT functions into managed services and develop your capabilities to manage external service providers.

ITD Strategy

What does my IT future look like?
The IT Delivery (ITD) strategy defines the future positioning of the ITD in the enterprise and is the response to the business strategy and/or future business requirements from IT perspective. We help you as CIOs to build your IT strategy to align directly with that of the business and innovate in your industries with business services powered by technology or external provider you choose. Together we set the rules, guidelines and architectural principles for design and implementation; define your service portfolio, and outline the high level IT delivery architecture itself.

ITD Target State

How will my ITD operate best?
The IT target state design follows your strategy and maturity priorities. With a gap analysis it is determined what existing capabilities can be repurposed and what might need to be modified or newly created. Subsequently we define and implement with you and your team the next levels of detail: the organizational model, functional structure, new or adapted processes, roles and governance structure.

IT Service Model

How to produce business value?
Successful IT means customer compulsion, having relentless focus on the right portfolio of services. This requires close collaboration with the business, a strong (internal) customer orientation and effective service governance in place. We design and architect your IT services. We set up a service development framework, the roles and optimized set of end-to-end processes. We also focus on the implementation of changed financial management (e.g. the cost model) and demand management requirements.

ITD Transformation

How to bring my strategy into execution?
The journey to the ITD target state will be expressed by a formal program of work with all changes combined with the improvement measures. We manage and establish the implementation program and establish your intended strategy: operating model and governance framework; processes of service activation, provisioning, management and charge back; design event and finance flows, enable effective management of services (service level management) and SLA reporting.

ITD Architecture & Integration

How to deliver and integrate my new service (technology) delivery best?
When you need deployment services to achieve faster time to market or professional services for expert technical assistance to help maintain peak performance our experts are the right ones. We manage the implementation of new delivery technologies, leaving your key IT personnel free to focus on adapting to changing market conditions and business requirements. We coordinate your engagements of multiple vendors or providers you contracted for seamless deployment of your solutions and services.

ITD Improvement

How to become more effective and efficient?
Improvement focuses on identifying pivotal operational areas that will yield the greatest benefit from optimisation. The IT delivery architectural effectiveness needs to be evaluated, and the consolidation of multiple interdependent but similar deliveries or service management systems requires long term planning. We analyse and assess the current situation and with a heat map we visualize the opportunities of improvement. Together we define, plan and drive the measures to get benefits as fast as possible. With our experts we streamline and improve processes from end-to-end perspective, support with automation, and manage other activities according your heat map.

Why us?

We are experienced experts for a range of transformation challenges. Besides to design and integrate new service delivery infrastructures we are vendor technology agnostic. With a proven track record in the IT transformation consulting and service provider business we know how to transition services and integrate external provider solutions. Our services will meet your needs.

With our long time field experience, we make sure you start your transformation journey on the right path.

We always create a difference

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