



## One Call Concepts

Title: Information Technology Transformation

Subtitle: Assessment of Needs through Implementation of New Capabilities

**The Company:** Privately held 40-year-old \$250MM corporation; HQ in Milwaukee, WI; provider of call center personnel, technology and services

**The Opportunity:** One Call Concepts was losing competitive advantage with customers either have left or threatening to leave. Their dysfunctional IT organization utilized outdated technologies and processes that were not scalable nor sustainable. Ownership wanted to retire and turn over leadership to others, however also wanted to “leave a legacy” and of a company positioned for success. for another 40-years.

### The Challenge:

- Unhappy Customers – risk of losing competitive advantage with some customers threatening to leave
- Technology not scalable or sustainable:
  - Outdated technology (applications, infrastructure)
  - Outdated and/or non-existing processes
  - Outdated resource skills
- “We’ve always done it that way” mindset within technology group

### The Solution:

- Implemented Agile-based technology processes as well as Project Management, Requirements Gathering, Quality Assurance Testing, and Release Management processes
- Implemented Application Development standards and processes
- Implemented infrastructure technology improvements
- Hired new CIO to lead the technology – roadmap and execution

### The Results:

- Reduced customer retention.
- Enhanced scalability and sustainability of leadership, technology and processes.
- Improved project delivery to their customer with quality and by the committed date.