



## One Call Concepts

Title: Information Technology Transformation

Subtitle: Assessment of Needs through Implementation of New Capabilities

**The Opportunity:** Company losing competitive advantage and customers have either left or are threatening to leave. Privately held 40-year old corporation. Dysfunctional IT organization utilizing outdated technology and processes that are not scalable or sustainable. Company Owner wanting to retire and turn over leadership to others but also wanting to “leave a legacy” and improve things so that the company can be successful for another 40-years.

### **The Challenge:**

- Unhappy Customers – risk of losing competitive advantage and some customers threatening to leave
- Technology not Scalable nor 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  - Outdated Technology (Applications, Infrastructure)
  - Outdated and/or Non-Existing Processes
  - Outdated Resource Skills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 Technology Leader - CIO

### **The Results:**

- Improved Technology Leadership, Processes, Development Methods and Infrastructure (scalable and sustainable)
- Ability for Senior OCC Management to Deliver of Technology Solutions to their customer with Quality and by the Committed Date
- Happy Customers willing to Stay with OCC