

# ReedITC

## IT AND OPERATIONS TRANSFORMATION

### Expertise and Results



#### **COST. GROWTH. COMPLIANCE.**

Three key business drivers that will never go away. ReedITC continues to deliver leading edge capabilities to: 1) maximize efficiencies to reduce operational costs; 2) deliver new capabilities, services and processes to drive top line growth; and 3) ensure compliance with industry and regulatory requirements.

#### **Our services focus on:**

STRATEGY DEVELOPMENT  
PROGRAM MANAGEMENT  
INFORMATION TECHNOLOGY  
OPERATIONS DELIVERY  
ORGANIZATIONAL STRUCTURE

#### **IT AND OPERATIONS EXPERTISE FOR YOUR COMPANY**

For inquires regarding our capabilities and background, contact us at [www.ReedITC.com](http://www.ReedITC.com) or [info@reeditc.com](mailto:info@reeditc.com)

#### IT AND OPERATIONS TRANSFORMATION EXPERTISE THAT DELIVERS: INNOVATIVE STRATEGIES, EFFICIENT IMPLEMENTATION AND EFFECTIVE AND TIMELY RESULTS

*With many years of combined strategic, operations and IT experience, ReedITC focuses on achieving client's targets, driving industry standards and providing 'hands on' senior leadership and best in class services. Our approach is different; we have held the operations and IT senior leadership roles. We know what it takes to deliver sustainable change.*

#### **SENIOR EXPERTISE**

All members of our team have held senior Strategy, Operations or IT leadership roles at leading Fortune 50 firms. Our experience and track record of success is substantial. No junior people work on your project.



#### **DEDICATED FOCUS**

ReedITC specializes in Operations and IT Transformation, leading numerous clients to successfully execute comprehensive transformation programs from start to finish – from pre-transition planning through implementation and stabilization, including BPOs and ITOs.

#### **ADVANCED METHODOLOGIES**

ReedITC has advanced tools and procedures that will get your organization mobilized quickly....' we have the playbook'. We cover all aspects of a transformation, from development of strategy to the execution of operational requirements, integration, communication and change management. Our methodologies also address post deployment stabilization and sustained operations.

#### **INDUSTRY EXPERIENCE**

Our team of experienced professionals has expertise in Financial Services, Insurance, Manufacturing and Pharmaceuticals. We address client issues and provide practical, implementable plans that deliver results.



## PROVEN INDUSTRY EXPERIENCE

### FINANCIAL SERVICES, INSURANCE, MANUFACTURING AND PHARMACEUTICALS

*The ReedITC Team is frequently engaged to lead complex initiatives, assess and deliver results to meet strategic goals, act as a trusted advisor, and establish programs from setup to operational delivery. We manage the tough issues while driving strategic and tactical change.*

## ReedITC CLIENT CASE STUDIES

### BY INDUSTRY

#### GLOBAL INSURANCE

Working with this client for over 4 years, the ReedITC Team has led multiple strategic initiatives, focused on consolidation, integration and best practices to implement global delivery. The Team defined new approaches and led the transition to global horizontal capabilities which included ITO and BPO implementations, IT managed services, and establishing governance and program management aligned to global, standardized delivery. ReedITC's expertise in vendor management and sourcing reset the client's vendor model, introducing best practices and cost effective solutions, reducing operational costs in excess of 25%.

#### FINANCIAL SERVICES – ASSET MANAGEMENT

Working directly as part of a Global asset management firm with AUM >\$100B, the ReedITC team led the Operations and IT transition to best-in-class service delivery. With direct responsibility for front, middle and back office operations, the team re-engineered operations and IT in order to facilitate a 50% growth in AUM, a competitive cost structure and enhanced risk management and compliance capabilities.

#### MANUFACTURING

ReedITC was instrumental in driving significant operational and IT change, cost savings and the shifts to global shared services for a global auto manufacturer. Through aggressive focus on lean operations, operational excellence and sourcing, the ReedITC Team led multiple IT and operational activities including vendor mgmt, contract development, negotiations and transition activities. ReedITC was instrumental in reducing IT costs by over \$1B over 5 years.

#### PHARMACEUTICALS

The ReedITC Team supported this major global pharmaceutical company in their move to a consolidated global service delivery model. ReedITC identified the major communication and change management issues, built a comprehensive IT operations playbook, and ensured successful transition to the new global model.

### BY OBJECTIVE

#### SHIFTING THE DELIVERY MODEL

Our client is a global financial services firm focused on increasing its efficiency and effectiveness, from portfolio management through service delivery with its vendor partners. Senior leadership had not achieved the efficiencies and savings originally projected from vendor partnerships, vendor quality was low, and the internal client management team was experiencing high turnover. The ReedITC Team defined and delivered a program to shift the current state delivery model to a best-practice model. The ReedITC Team mentored, coached and led the integrated client and vendor teams to institute a robust model that delivered bottom line results and improved quality.

#### RESETTING OPERATIONAL COST

The client is a global Insurance provider challenged with resetting the cost of IT and Operations. Working with senior leadership, a multi-year objective was established to achieve three specific goals: increase the funding for innovation, reduce the current state operational and IT cost model, and deliver bottom line savings in excess of \$200M. The ReedITC team defined and led the program that delivered bottom line results while 'keeping the lights on'. The approach enabled the client to proactively address change management while consistently delivering against all initiatives to achieve the \$200M+ savings.

#### PROGRAM EXPERTISE TO DRIVE RESULTS

The client is a global Financial Services and Insurance firm delivering services in over 38 countries. Challenged with establishing a program that would shift the current operations and IT organizations to a new delivery model, the firm needed expertise to optimize marketplace capabilities and initiate the move to vendor-provided managed services. The ReedITC Team established the global program, drove lean practices and shifted over 50% of the IT portfolio to global shared services horizontal capability, reducing operational expense by more than 30%.

#### CLIENT OPTIONS FOR TRANSFORMATION

Our client is a global pharmaceutical firm focused on increasing efficiency and effectiveness, from portfolio management through service delivery. The client was not realizing savings as projected, the vendor delivery model was not optimal, quality was not at expected levels and vendor turnover was increasing. The ReedITC Team identified the options, including the cost and impact on operations. The ReedITC Team led the remediation, shifting over 10 vendors and 20 internal IT departments to a common model in order to reduce costs by over 20%.

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