



- ❖ After successful business for 5 years in India, our customer IT Services enterprise that has specialized in SAP Packaged software related services received investment from US investors with twin objective of strengthen the financial position and expand operations in the US
- ❖ The newly joined Global CEO reviewed the status of the IT Services enterprise recently invested and discovered the management system requires to be strengthened to global standards to handle global delivery operations
- ❖ Sagesse Abundance was engaged to design the new more robust management system and get ready for global operations, particularly the US

The Challenge

- ❑ Existing management system had lots of lapses
 - ❑ Management system were flexibly operated to the whims and fancies of the local leaders with the justification that customer wants that way
- ❑ Though the IT enterprise was certified ISO-9001 standards, but it was not practiced, and the certification was not renewed when due
 - ❑ US engagement kick started
- ❑ SAP offered opportunities for Application Management Services through US partner of the IT Services enterprise
- ❑ A new management system needs to be established; all human resources are oriented and practiced
- ❑ Ambitious goal has been set up for ISO-9001, ISO-27001 and CMMI Level 3 accreditation in about 9 months

Established in 2010, our customer – an IT Services enterprise specialized in SAP with revenue of ₹ 180 Million operating in India market received investment from the US with the objective of expanding the operations in the US market

The management system in the enterprise evolved based on the needs of India market that lacked global standards. As the US operations kicked in with bagging IT services projects, there was a strong need for designing and setting up a new management system to enable the organization to handle global operations

Customer Challenges

- Existing Management system was evolved based on needs of India market
- The management system was so flexible, it neither enable management control nor enable standard operational process flow
- Projects delivered in India were often with challenges
- With aspiration to enter US market, the enterprise was unprepared with its management system

Project Objectives

- Review the current status of the enterprise operations and management system
- Design a new enhanced robust management system with ability to scale up for global operations and future automation
- Ensure in next 9 months time frame
 - ✓ ISO-9001 Quality Management System certification is obtained
 - ✓ ISO 27001 Information Security Management System certification is obtained
 - ✓ CMMI – Level 3 process maturity is achieved with accreditation

Methodology Highlights

- Deployed Sagesse Abundance Strategy Consulting methodology with blend of –
 - ✓ Prior experience of the Principal consultant on global standards on IT Services operations
 - ✓ Designing the management system that integrates both ISO-9001 quality management system and CMMI Level 3 process maturity
 - ✓ Designing ISO-27001 Information Security Management System
 - ✓ Implementing the designed processes
 - ✓ Orient the entire workforce to understand and follow the established processes
 - ✓ Selection of accreditation entities
 - ✓ Offering the process for certification / accreditation audit

Customer Benefits

- Robust integrated well-established management system that assures
 - ✓ Operations and service excellence
 - ✓ Better management control
 - ✓ Empowering all human resources
 - ✓ Clarity to all human resources on what is the process to be followed for each service line
 - ✓ Improved global brand



SagesseAbundance

Enterprise | Innovation | Governance | Strategy | Resilience