



Context

As part of its outsourcing partnership, Fafiec notes:

- Total dependency on the provider
- Cost increase without improving the quality of services
- Organizational difficulties with non-formalized processes



Mission

d²X Expertise steps in as advisor to Fafiec's management, with the purpose to get all parties around the table. It concerns:

- The definition of processes and the formalization of the target delivery based on eSCM, ITIL® and ANSSI,
- Drafting the CCTP (book of technical specifications) and negotiating the new contract,
- Deploy and support transformation.



Issues & Goals

The historic outsourcing contract has been withdrawn; it is therefore necessary to quickly address the following:

- Generate a status report and analyze the gaps between needs and benefits,
- Define target production and establish a strategy with Fafiec's management team,
- Renegotiate the outsourcing contract with the service provider.

Having a global vision of the functioning of a IT Services Department is this project's critical challenge.



Benefits

The intervention of d²X Expertise made the provider aware of the need to completely rethink his practices with regards to:

- Production and deployment of processes, ITIL services and KPIs,
- Restoring the level of services and trust between users and their IT systems.