



Context

Givaudan is the world's leader of aromas and perfumes (25% of the world's market). Historically, the infrastructures' organisation is based on technological silos, and operated in "pioneer" mode with technological heroes.

Moreover, the board is complaining about a poorly "extensible" model, about gaps on the notions of Added value and Budget forecast, and is disappointed by the many ITIL[®] initiatives or project management which have never succeeded.



Mission

The intervention took place in several stages :

- assessment of service,
- identification et definition of the actual «services»,
- design of the organisation of target services,
- roadmap of change,
- management of transformation (organisation, process, technical transformation).



Issues & Goals

Establish a management of the infrastructures which allows to transform uncontrolled practices (impact of changes, lack of KPI, cost management) into a structured approach :

- organisation (Infra / Applications),
 - process (incidents, problem, change, request),
 - references (CMS/CMDB, catalogue of requests)
- ... and integrated to the methodology of the firm's project management.



Benefits

- Better visibility of datacentre activities,
- Significant improvement of relations between the world of production and the applicative skills centres and business,
- Improved management by the implementation of simple tools (unique console, and capacity metering tool),
- Reduction of monthly downtime with better management of the side effects.