

Case study: BT Lynx

working with a managed services provider



BT Lynx is one of the UK's leading providers of IT solutions and services to business and the public sector, offering world-class consulting, technology and outsourcing.

With over 30 years' experience, the company's success is founded on four factors: proven expertise; the highest-level accreditations; breadth of capabilities; and the ability to provide high value/low risk advanced technology. BT Lynx employs 600 people at ten offices around the UK.

The company has been certified by the British Standards Institute (BSi) as operating in line with the international standard BS ISO IEC 20000 (Information Technology Service Management).

The corner stone underpinning this achievement is that BT Lynx operates client infrastructures as outlined by ITIL and improves its services using the Six Sigma methodology.



Continual Solutions
Unit 26 Montgomery Avenue
Shefford SG17 5UA
0845 130 8294
info@continualsolutions.co.uk
www.continualsolutions.co.uk

Fixing a broken and poorly sourced IT solution within tight timescales and budget constraints

BT Lynx was approached by a major UK company to fix a broken and poorly sourced IT solution. The organisations stakeholders and staff believed they were getting a poor service – the costs associated with delivery had spiralled out of control.

The timescales were short so the company turned to Continual Solutions to provide a raft of consultancy services help define the client's requirements, baseline customer satisfaction, help design the new service and manage the cost analysis.

Continual Solutions undertook the following activities:

- Face-to-face interviews with key stakeholders and relevant business unit heads
- Skills gap analysis
- Current State Analysis to identify gaps in process and services, where the problems were and to identify areas of concern within the business
- Advice on services that could be outsourced to offer better scalability and value
- Advice on new services that should be considered based on feedback from the interviews
- A service design for them to approach service providers with
- Guidance on pricing models used by service providers
- A list of recommendations for continuous improvement
- A proposal for a service management framework to improve communication

Continual Solutions designed and prepared a series of questionnaires. The objective was to interview the key stakeholders and business unit heads and answer some key questions. What did they think of the current service? What did they need from the corporate IT/IS function? What gaps were apparent in the existing service?

It was apparent from the interviews that the service needed reengineering. Continual Solutions helped in the redesign process using ITIL, a robust set of best practice processes for IT service management.

The engagement was a complete success. BT Lynx was able to:

- Substantially reduce the cost of the service to the client and provide a detailed cost analysis
- Provide a superior service that is now aligned to the needs of the business
- Define a clear SLA with their client with complete control over the costs of the service

"Continual Solutions were instrumental in ensuring the success of this project. They clearly understood the key issues and managed the tasks they were given with a high skill and professionalism."

Andrew Buxton
Business Development Director
BT Lynx