

CASE STUDY:

Multi Year Business Support

UK Gas Utility

Overview

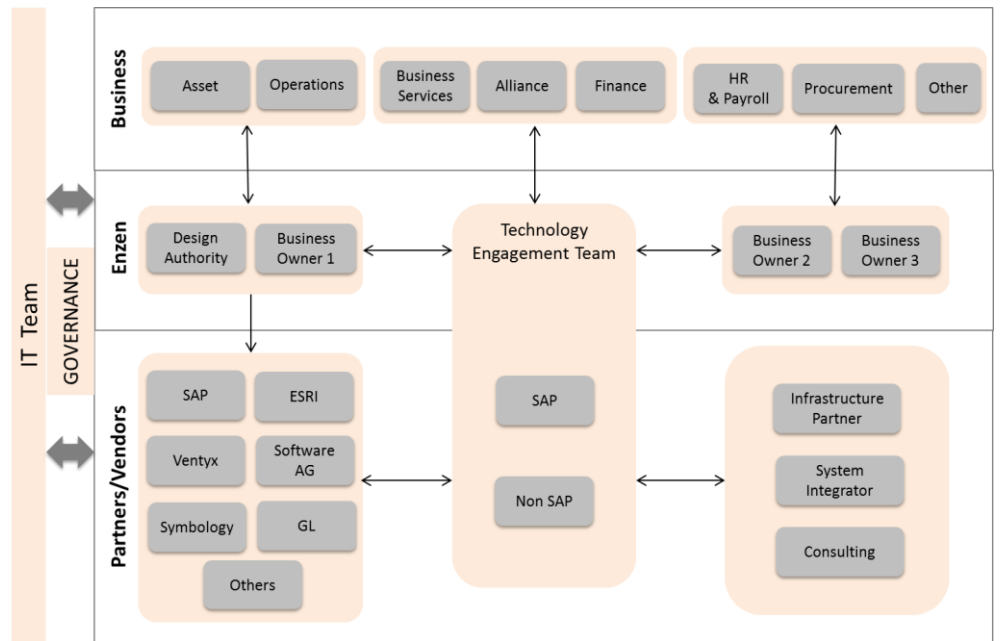
A high performing UK Gas Distribution Network engaged Enzen to provide end to end support of their entire IT Applications Landscape over a multi year period

Highlights

- To understand the business challenges and benefits and ensure focus remains unchanged
- Developing an end-to-end picture of the solution & its fitment to business processes
- Bringing in business involvement across IT to ensure application support aligns to business objectives
- Engaging business stakeholders throughout to ensure business buy-in and confidence in the end outcome

The customer’s IT landscape consists of well integrated front and back office applications largely running on SAP while system operations running core SCADA and bespoke business applications. Customer was looking to engage with a partner who could provide application support in an unconventional way different from the typical SLA driven commoditised support regime.

Enzen adopted a Business Aligned approach to IT for delivering the Business support services to the customer.



Enzen formed a team of business and technical consultants to support the Business Applications providing a right mix of functional and technical skills to support the business operations

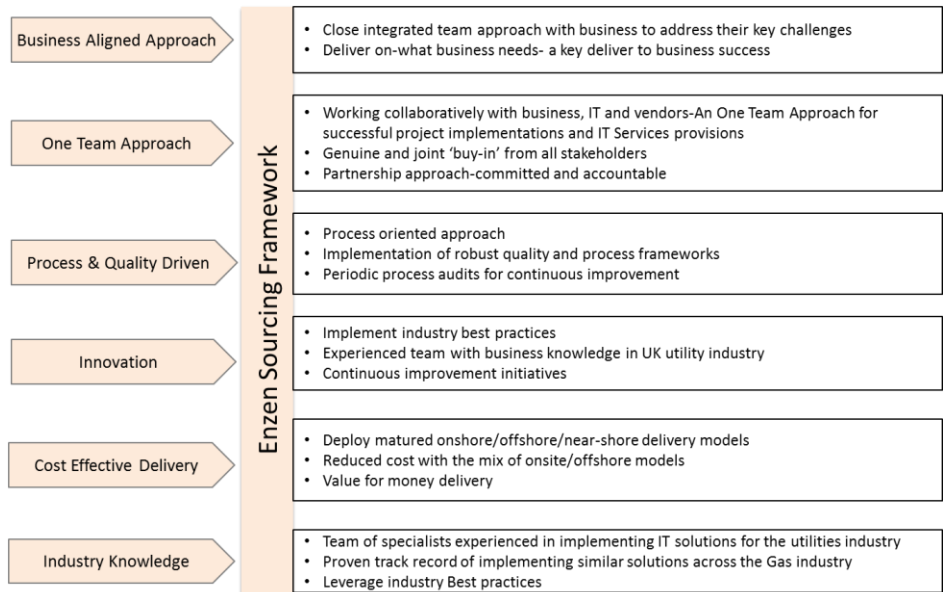
How Enzen helped the customer:

- Continuous improvement by applying knowledge gained from the customer and outside
- Adopting a boundaryless behaviour to service delivery with a common goal to make IT achieve its objectives
- Lead the one team approach by bringing together the business, IT, vendors, other partners through a series of initiatives
- Enhance the user experience of IT through collaboration and communication
- Outcome driven delivery – year on year reduction on cost
- Value for money initiatives beyond service delivery scope
- A number of initiatives involving various product vendors, Business and IS to collaborate, share views and implement new ideas

Key Benefits

- Open and honest relationship – Trusted advisor / partner
- Year on year reductions in IS operating costs for applications support
- Improved stability and performance of the customer IS application landscape
- Levels of customer service that redefine expectations and continue to exceed those expectations

Business Support Framework:



Enzen is delivering the following value proposition to the customer as their Business support partner

- A commitment to taking end to end responsibility for delivering effective services.
- Retaining the team for a longer term
- Delivering a high quality service at all levels
- Minimising risk and maximising effectiveness
- Being innovative, when something special is required
- Ability to anticipate customer's wants/needs and to add value with business insight (rather than just respond to asks)
- A consistent value for money approach that is based on innovation and continuous improvement.
- An agile and responsive style that is success driven.
- Well established and good working relationships between individuals and teams in both organisations.

Team Enzen continues to deliver first class support services to customer , the business aligned model has enabled gaining a better insight into the business needs and challenges enabling the technical teams not just fix the issue but provide a proactive solution where appropriate thus avoiding future occurrence of similar issues. The model has also helped bring the product vendors , the business and IS on a common platform of understanding of the business facilitated by Enzen team

