



Optimise your IT systems and processes. Drive down infrastructure costs.

## **Axon Rapid ITIL Consulting: Measure. Plan. Execute.**

**AXON transforms ITIL consulting in a revolutionary manner, showing up traditional approaches as old world, slow, cumbersome, low value and expensive. We deliver the results with a third less cost and in half the time.**

**Around 65 percent of IT infrastructure spend is required to “keep the lights on”. The challenge for organisations is to drive down recurring IT infrastructure costs and either apply those savings to the bottom line, or – even better – to new projects aimed at increasing business competitiveness and profitability.**

ITIL is a key weapon in the fight to optimise IT. ITIL provides a consistent and comprehensive documentation of best practice policies and procedures for IT service management. It is a process discipline which redefines information technology from a ‘supporting IT product’ mindset to a ‘support IT services’ mindset.

## The Axon Difference

Axon’s consultants are Senior Service Delivery Managers – this ensures that all assessments are pragmatic, practical and of real world relevance. This is backed by our wealth of organisational experience in ITIL-aligned infrastructure services – ensuring that your expected results are realistic and attainable from the outset, regardless of whether your IT organisation is in-sourced, outsourced or a hybrid of the two.

According to Gartner, implementing a fully ITIL-compliant service management model and framework (ITSM) can decrease an organisation’s total cost of ownership by as much as 48 percent.

### Readily measured improvements include:

- Customer satisfaction
- Return on investment (ROI)
- Reduced training
- Reduced turnover
- Better asset utilisation
- Better productivity, and
- Reduced incident costs.

Axon’s Rapid ITIL Consulting is a new and better way to benchmark your key IT processes against international best practice, uncover the highest return opportunities for savings and service improvements, AND give you a clear and practical plan to realise those savings and benefits.

Axon’s Rapid ITIL Consulting is time- and cost-effective – using new automation tools to deliver assessment completion inside just three weeks – 50 percent faster and at 30 percent less cost than traditional ITIL consulting.

### Key benefits of Axon’s Rapid ITIL Consulting process:

- A targeted, highly effective and short engagement
- Minimal disruption to your business (no fuss)
- Delivering practical outcomes, and
- A sensible and achievable ROI
- Delivery of an effective journey & implementation plan for improvement.

Our fully documented process assessment includes in-depth analysis, cross checks, ROI measurements and a journey/process optimisation plan. With our results-driven methodology, a process review can be undertaken and completed, with a Journey (action) Plan delivered in less than three weeks. In addition to this, because our approach is objective and uses a proven measurement framework, progress against your agreed Journey Plan can be rapidly measured and re-confirmed at 90 day intervals.

# Axon Rapid ITIL Consulting – Overview

Using **portal-based tools from pragmiTSM**, advanced workflow toolsets and algorithms automate and interpret organisational data and deliver a qualified objective measurement. Axon's consultancy professionals facilitate this process to ensure that high quality information is gathered, and the results are understood interpreted and implemented for maximum effect.

**A low impact approach on business** – Axon uses a low impact consultative approach to inform stakeholders, whilst minimising any impact on your business during the information gathering phase.

We ensure management involvement through a Perception Survey and Stakeholder Workshop. We then utilise the advanced workflow to ensure there are no surprises and each step is clearly communicated in advance. Data collection methods are streamlined and sourced from a broad audience with minimal effort or impact, using web-based polls to empower users to deliver information at a time that is low impact to the individual.

**Objective Assessments** – The pragmiTSM Portal delivers dashboard views on your processes. The effectiveness of your current processes is clearly measured against optimal metrics, using six key dimensions:

**Process Alignment** – How well the process is aligned to your business needs and requirements, measured as:

1. Capability – Your organisational capability, measured against your specific requirements
2. Distribution – How well the process is distributed / utilised across the organisation
3. Technology Enablement – Measuring the investment made in the appropriate technology to automate and integrate the process.

**Process Effort** – The proficiency of your resources in relation to the process being assessed, or how easy the process is to use, measured through:

4. Staff Competency – Assessing the competency of staff in relation to their operation of the process
5. Level of Automation – The perceived effectiveness and use of implemented technologies to support and streamline the process
6. Bounce – The organisational efficiency, measured through the number of handoffs required to complete the process.

## The engagement workflow



## Sophisticated and accurate data assessment is key to the compilation of your report. This involves:

**Triangulation** – Cross referencing information gathered from three sources. To enable this we break down each process into ownership, operations (workers) and beneficiaries

**Inferential Statistics** – Analysing data to derive scores and ratings from samples. We use the results from the Effort Survey to infer a rating from a cross-section of your workforce

**360° Perception Survey** – We use this method to extract perceptions of the value provided from three groups: Management, Staff and Business Representatives

**Realism** – Realising that information gathered can be drawn from sources that lie between absolute fact and conjecture. This is taken into account when selecting participants for surveys and interviews.

## The Journey Plan

The Journey Plan provides a tangible path for actions that will lead to process improvements and the realisation of the benefits uncovered during the consultancy exercise.

## Calculating the ROI for process improvement

- Real world results
- Delivered rapidly
- Industry leading tools
- Objective assessments
- Tangible financial payback
- Track your progress

**Step 1** – We assess the current state of the chosen process or processes

**Step 2** – We use advanced cost modelling (derived from ITIL Financial Management) to estimate the current process operating cost

**Step 3** – We calculate the funding requirements for an improvement initiative for the process or processes being measured

**Step 4** – We predict the future state of the process post the improvement initiatives and measure this against the original assessment scores

**Step 5** – We use cost modelling again to estimate the costs of operating the process in its future state

**Step 6** – We calculate the key performance indicators required to produce a return on investment that would recover both the improvement investment and any new additional costs of operating the process.

## Measuring your progress

While the Axon Rapid ITIL Consulting service can be delivered as a one off engagement, additional power lies in our ability to provide highly optimised quarterly “express” engagements to measure your progress and ensure you remain on track for your expected efficiency gains.

## Getting started

If you're ready to optimise your IT systems and processes in order to drive down your infrastructure costs, then getting started is easy. Talk to us to establish where you should look first. We can then provide a price specific to your requirements, including potential upfront cost savings should you wish to assess two or more processes in tandem.

**Visit us:** [www.axon.co.nz/top10](http://www.axon.co.nz/top10)

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