



Technology Leadership On-Demand Professional Services

Company Profile

- Professional Services, Insurance
- \$55 million
- Member owned

Position/Timeframe

- Interim CIO
- 5 days/week, 11 months

Situation

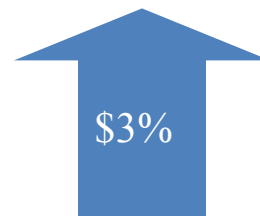
- Independent review and assessment needed
- Obsolete systems in place
- Significant system outage occurred
- Large project 6 months overdue
- Technology and business unit not working together

Implementation

- Restoration, recovery and remedial actions created and executed for system outage
- Hired Director of IT Operations – department not functioning in part due to key role missing
- Completed large project within one month of start
- Established back-up systems
- Hired Director of IT Operations – department not functioning in part due to key role missing
- Created SOP, increased discipline and predictability of IT operations
- Established annual budget
- Set up performance testing program
- Initiated change management program
- Initiated business intelligence and

Results

- Brought strategic product to market within one month delivering 3% increase in revenue
- Bridged cultural divide resulting in ability of business units to continue plan execution together
- Full recovery within 6 months of system outage



Increased revenues



Decreased time to market



Increased coordination between business units