

LIFE WITHOUT BARRIERS

As the largest service provider to the NDIS sector, Life Without Barriers engaged Digital Agility to deliver better governance and achieve operational efficiency across their ICT investment.

OBJECTIVES

The client initially engaged Digital Agility to review the current program and portfolio of ICT projects. The remit also included mentoring and guiding the new CIO to develop a rhythm within his team bringing about operational efficiency and improved governance across the ICT spend.

Working with the CEO and the senior Executive Team, Digital Agility was tasked with initially reviewing key vendor contracts and technology projects servicing the disability sector.

SOLUTION

In advising and supporting the new CIO, Digital Agility reviewed and enhanced the client's standard operating procedures to improve communication and transparency across the large and geographically diverse technology team. In helping to define the operating model for the ICT team, Digital Agility helped create a reporting framework and a dashboard for the senior Executive Team providing them with better insight into the ICT expenditure and the various program of works.

While evaluating the material project and programs, Digital Agility identified a significant transformation program requiring remediation and led a wide market scan exercise resulting in alternate viable options for the business to consider.

BENEFITS

1. Significant cost savings and risk mitigation

The operational efficiencies and ensuing review of costs and vendors identified and captured some significant savings for the business. The governance structure provided transparency and resulted in a meaningful improvement in the risk posture.

2. Executive Confidence around ICT investment

By introducing a meaningful and evidence based approach to technology programs and operations, the executive and the Board were able to evaluate and contribute effectively in discussions involving ICT Strategy.

3. An ICT Operating model aligned with the client's objectives

By helping define an ICT Operating Model and the plans to help achieve its successful implementation, the business was able to effectively move forward confidently with its plans to service a very large number of clients who need assistance in their lives.



AT A GLANCE

CHALLENGES

- ICT Roadmap not understood nor aligned with Executive
- Lack of metrics and methods to assess projects and programs
- ICT Operations lacking efficiency and governance

BENEFITS

- Improved vendor management resulting in savings from contracts
- ICT Executive dashboard and adoption of ICT Roadmap
- Improved governance and risk posture

ABOUT DIGITAL AGILITY

Digital Agility works with its clients to bring about lasting and transformative change across their ICT investment and portfolios. Our strong focus on delivering measurable outcomes helps our clients deliver their digital and technology programs successfully. Our experience with supporting ICT operations across a range of organisations over decades provides an informed perspective that our clients can leverage quickly to their advantage.