

WORRELLS

As one of the largest group of experts in Business Turnaround, Restructuring & Corporate Insolvency, Worrells engaged Digital Agility to deliver CIO services and create an ICT Business Technology Plan for the Executive and the Board.

OBJECTIVES

Digital Agility was engaged to oversee the ICT function in the capacity of Worrells' CIO. As part of setting up this new CIO office, Digital Agility was tasked with creating a Business Technology Plan along with an associated investment consideration and plan for its implementation.

As Worrells is a partner based member firm, Digital Agility had to work with various stakeholders including the Board to ensure alignment of business priorities as well as navigate the business through Covid.

SOLUTION

Managing the operations of the Worrells ICT function, Digital Agility had responsibility for both the infrastructure and the development teams. Engaged during Covid, Digital Agility was tasked with ensuring that the business teams would continue to operate remotely maintaining access to their core technology platforms and applications.

Over the course of time, Digital Agility improved the investment and budgeting process and introduced key service metrics across the team, creating a dashboard for the Board by which to measure success in their ICT investments.

In reviewing the key vendor contracts Digital Agility secured significant cost savings and credits for the client.

BENEFITS

1. Operational continuity and a critical incident response plan

Engaged during Covid, Digital Agility helped formulate a critical incident response plan providing service assurance to the business. The business not only managed to maintain operations but transitioned to leveraging technology to improve marketing and communications with their clients and staff.

2. ICT Roadmap and Execution Strategy

In reviewing the client's business strategy and the current ICT portfolio of work, Digital Agility created a Business Technology Plan with cost benefit analysis and an implementation plan to execute on this roadmap. The Executive was then armed with a dashboard for measuring progress against this plan.

3. Key vendor contract review

Digital Agility reviewed the key vendor contracts and derived a scorecard for Worrells to measure success of deliverables by the nominated vendors. Digital Agility also renegotiated the contracts nearing expiry resulting in significant and material savings for Worrells.



AT A GLANCE CHALLENGES

- Need for better connection between ICT and broader Executive
- Desire for better success metrics across key ICT projects
- ICT Investment requiring greater alignment for broader business benefit

BENEFITS

- Built resilience in the business to operate during Covid and other events as they occur
- Executive with foresight around their ICT investment and plans
- Significant cost savings and benefit realisation with key vendors
- Greater ICT alignment with the broader business

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.