



CASE STUDY

Improving Global IT Asset Management for an International Retailer



OVERVIEW

KA2 was engaged by a major international retailer to conduct an initial twelve-week IT Asset Management (ITAM) discovery exercise, forming the first phase of a broader programme of improvement.

The engagement focused on understanding the organisation's existing ITAM capabilities, identifying operational challenges and establishing a roadmap to improve processes, governance and the management of its global IT estate.

THE CHALLENGE

The client had not fully adopted ITAM across its global IT estate and faced challenges managing sub-inventory, data and day-to-day operations. As a result, its existing ITAM capabilities were not delivering their full potential value. With ambitions to extend ITAM globally, the organisation needed a clear understanding of its current environment, the issues preventing effective adoption and the practical

steps required to improve performance.

KA2 conducted a comprehensive assessment of the existing ITAM capability, documented the findings and developed recommendations to support the organisation's objectives.

THE SOLUTION

We approached the project from three perspectives; People, Process and Tooling, involving dedicated work streams and the identified key stakeholder groups, and conducted in-depth business and technical analysis.

The findings were provided in a comprehensive, documented response that identified issues linked to shortcomings of the initial mobilisation, including the absence of clearly defined processes, procedures and governance, unreliable and missing data, uncontrolled spend, persistent misconfigurations, sub-optimal operations and automation opportunities, and poorly defined support structures. Plenty of challenges and opportunities to improve for a client eager to do so!



A comment from KA2 Customer Success Manager

"This was an exciting project for KA2, as it allowed us to dive deep into the client's business and understand its challenges. We had the full support and engagement of the key stakeholders and the individual business units, which was vital when running successful workshops and managing feedback loops. From these workshops and follow-up sessions, KA2 delivered an in-depth review of the current ITAM implementation and the agreed objectives that the business wanted to achieve. We then provided extensive recommendations to produce the desired outcomes and the high-level delivery roadmap."



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The size and complexity of the organisation, combined with its ambitious objectives, made it challenging to translate the findings into a clear set of delivery actions. KA2 recommended avoiding the need to tackle everything at once, applying the principles of Agile through prioritised, incremental delivery to maintain focus and keep the improvement programme on track.

THE BENEFITS

The value to the client of the initial engagement was to provide a precise dissection of the current ITAM capability, a remediation plan and a roadmap to success that would support a business case for future delivery phases and demonstrate a strategic move towards the target operating model bringing significant benefits to the client's business. In addition, the proactive engagement with the internal stakeholders, using KA2 as a third party, sent a clear message to the consumers of ITAM services. Positive change is coming, and you are directly involved in delivering successful outcomes.

The first stage of the Remediation Plan delivered the roadmap to achieve:

- Simplified, efficient, and automated processes
- Greater return on investment from existing technology
- Reduced IT spending on hardware and software
- Consistent global governance and standardisation
- Greater understanding of ITAM's value among end users and technology teams
- Improved employee engagement through education and regular communication
- Increased productivity by reducing repetitive, manual tasks

Following the initial discovery phase, KA2 continued to support the client in shaping the next stage of delivery to reflect its priorities, budget and timelines. The engagement established a clear foundation for strengthening IT Asset Management, improving operational efficiency and progressing towards a more consistent global operating model.

OUTCOME HIGHLIGHTS



Obtained a clear understanding of the current ITAM setup and its challenges



Provided recommendations to support future capability and deliver substantial cost savings and operational efficiencies



Identified the strategic alignment of the business needs



Focused on People, Process & Tooling to deliver a holistic outcome