CASE STUDY

Business Situation
(Organizational Design for a Worldwide Leader in Wireless & Telecommunications Services)

A worldwide leader in wireless & telecommunications services was faced with the challenge of managing a high volume of critical projects requested by the Business Group and effectively executing to meet schedule and budget commitments. In addition, their organization was growing and changing, which added to the complexity of meeting the business needs.

Solution

Cascade helped develop a repeatable process for handling business requests for projects to be delivered by the IT organization, and a methodology to execute on these projects. In addition, Cascade developed a tool and a process to assess the performance of their IT organization and make recommendations on its design so that it could effectively meet the immediate business needs, and grow and adapt as priorities change.

- Process Template for Business Requests to IT Organization
- Tool & Process Development for Assessing IT Organization Performance
- IT Design & Process Consulting
- High-Volume IT Project Management Processes
- IT Architecture and Organizational Design for High-Scalability and Adaptability

Results

The worldwide leader in wireless & telecommunications services’ IT organization is now able to better anticipate internal business requests and meet their objectives through the delivery of key projects and initiatives. They are positioned to more effectively and efficiently staff projects and can be proactive in their planning and execution of projects. Finally, they have a tool and process to continually assess and adapt their organization to meet the business needs.

Their IT Manager expressed satisfaction with the project results when he said, “Cascade provides highly experienced Business and IT professionals who deliver quality solutions. They have consistently helped us achieve our IT project goals from a systems integration perspective. Cascade brings solid and proven methodologies to the table, and ensures that you are set up for success by providing practical and repeatable processes.”