



Business Consulting for an IT company

This case study is an excellent example of how organizational excellence is only possible when there is complete alignment of your people and processes.

KeyContact:- Sean Jennings (President/Owner)

Company - C.I.M Solutions Inc.


(Ongoing client in IT Managed Services)

➤ **Opportunity:**

- **Business Growth** – Overcome current stagnation and introduce 20% growth rate.
- **Employees** - Disengaged employees, high Employee Turnover, Lack of Succession Plan.
- **Processes** – Missing processes, clarity and alignment

➤ **M2M Deliverables:-**

- **Company Wide:- Organizational Planning-**
 - CIM Gap Analysis, Current and Future State Identified with recommendations.
 - Business Vision, Objectives and Values created.
 - 6 Business Strategies initiated
 - **Business Scorecard rolled:-**
 - Key Performance Indicators (KPIs) created-Financial, Technology, Customer Loyalty, Competitive Edge, Profitability & Efficiency, Employee Retention.
 - Measurables aligned with targets and Stretch Goals.
 - Tactical Monthly & Quarterly, Yearly Financial Goals established and aligned to company's vision and mission.
- **Employee Morale and Engagement 100% in effect in 8 weeks.**
 - Team Restructured based on capabilities and alignment to job requirements
 - Team repositioned based on their profile abilities and productivity
 - Succession Plan outlined and team initiated on a succession training plan
 - Revamped Performance Reviews at all levels

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- Individual Goals and Targets established aligned to tactical daily, weekly goals aligned to company-wide monthly goals and objectives.
 - Monthly individual progress program with people development focus
 - **Organizational Structure and processes, policies, and procedures**
 - Work processes created; employee trained
 - Policies introduced to improve efficiencies
 - Best Practices commenced to improve productivity
 - Employee Handbook realigned to support the changes and gaps previously identified.

➤ **Key Results at CIM so far(6months):-**

- Operational Efficiency improved from 53% to 80% in 90 days. Revenue growth of \$720K/year.
- Employee Turnover improved from 50% to 10%. Cost Saving of \$200K/year.
- Labour Cost reduced by \$140K/year.
- Customer Survey indicating improvement, waiting on quarter end results.
- Succession Planning Completed. Best practice of entry level new hire in place.
- Human Resources Cost saving of \$38K/year.