

# 4sl Group Project Library – Case Study

## Categorisation

- **Company:** Global IB
- **Service category:** Service Lifecycle
- **Sector:** Financial Services
- **Date:** October 2008

## 4sl Deliver Virtual Infrastructure Services to global Investment Bank

### Client agenda

The client had engineered a Virtual Infrastructure through a global programme for cross group enterprise implementation, and was looking to complete a successful 'transition to operation' phase for the service offerings. They approached 4sl to deliver a flexible and responsive engagement model to assist with the 12-week handover phase of the programme.

### Engagement outcomes & deliverables

The engagement resulted in a number of deliverables that have helped to realise benefits in the service delivery & support functions for the Virtual Infrastructure including:

- 4sl's Landscape Profiling process executed with 10 key stakeholders to identify tactical and pragmatic service improvement initiatives to mitigate risk, improve operational efficiency and time to market.
- A number of strategic recommendations have been promoted to optimise the supply chain, mature the billing model, improve management reporting and establish a self-service portal. Further 'operational engineering' activity is being planned to deliver on these objectives.
- Establishment of a Service Management Framework to ensure best practices and procedures are adopted for a robust, stable and sustainable Virtual Infrastructure service.
- Knowledge transfer from the programme team to the operational functions to help mitigate risk and ensure operational efficiency.

### Adding value to Bank's service delivery function

4sl was selected for the engagement by promoting the Service Lifecycle Management method and the disciplines and behaviours required to accelerate service maturity and realise benefits. Furthermore, the client demanded a detailed understanding of the demands and challenges associated with running an enterprise Virtual Infrastructure and significant technical and project delivery expertise.