



INSIGHT – A WORLD OF TECHNOLOGY RESOURCES

- Global provider of information technology (IT) hardware, software and service solutions to business and public sector organizations
- \$5.3 billion in revenue in 2011
- 5,300 teammates worldwide
- Operations in 23 countries, serving clients in 191 countries worldwide
- 2,300+ product and industry certifications
- Global software reseller with extensive License Management Services
- Software lifecycle support for 80 percent of global Fortune 500
- Number 460 on the 2012 Fortune 500

ENSURING SHAREPOINT SUCCESS

Case Study

THE CHALLENGE

A leading retail vending company in the Chicago area requested an audit and review of their IT change management processes. While conducting the audit, the client added an additional request to manage the implementation of a SharePoint Portal to manage all IT change requests.

THE SOLUTION

The client engaged Insight to help accomplish the following objectives:

- Analyze, evaluate and recommend platforms and best practices to standardize and automate their business workflows and change management governance.
- Identify and document the change management inconsistencies between IT teams in order to formulate standards across the entire IT organization
- Review SharePoint Infrastructure to determine requirements to build a change management form and workflow processes

THE RESULT

Insight successfully managed the following deliverables:

- Provided a dedicated Project Manager, who performed the audit, documented GAP results, created recommendations for standards, and managed SharePoint Portal and Workflow creation
- Documented and reviewed the current IT change management processes and policies and identified gaps and inconsistencies against ITIL best practices
- Recommended modifications to the change management process and policies
- Implemented a SharePoint Portal including an IT change request form, report structure and automated workflow process



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