



Case Study:

Global Media Organisation

The Client:

The Client is at the heart of global financial markets and provides information and dealing services to most of the world's top banks and brokers. Its core activities are the gathering and provision of indispensable information for professionals in the financial services, media and corporate markets.

The Challenge:

The Client recognised the need to improve customer service levels, in response to the ever increasing demands of its expansive client base. It responded by instigating a Programme that was designed to develop and deploy ITIL based service management processes throughout the Client's Global Operations group. This was an opportunity to transition away from the fire fighting, lone hero approach towards a globally consistent prevention culture. PTS' brief was to drive the project out of development and through to complete global deployment. PTS worked closely with the Programme Board, Operations and external trainers to manage the development of an education program and roll this out across the globe.

The Solution:

PTS, together with the Client and the training company, developed the deployment strategy. The training schedule was then prepared in order to train all global operations staff in the shortest possible time period. Through 1,300 training sessions, in ten countries, over 90% of operations staff were subsequently successfully trained within a five month period.

The Benefits:

PTS provided a structured approach that enabled the deployment programme to focus on the appropriate deliverables. By developing the Deployment Training plan in conjunction with those most affected, the training schedule was compressed and implemented within Asia in only five weeks and EMEA in six weeks.

PTS also introduced a Deployment Handbook that enabled more experienced staff in the core countries to work without any further support from Head Office in London.

The Verdict:

"Thank you. We couldn't have done it without you. When you think of where we were four months ago and the mountain we had to climb..." Gina X, Project Manager.



About PTS Consulting:

PTS Consulting Group is one of the world's leading IT consultancies with a reputation for innovation and thought leadership. PTS is also renowned for its project management expertise. As the global leader in IT relocation projects, working with some of the world's largest companies, PTS has earned a world-wide reputation for independence, professionalism and quality of service. Headquartered in the UK, founded in 1983, PTS has worked in 43 different countries, 113 cities and employs 380 staff in the Americas, EMEA and Asia-Pacific.

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