



AKIKO DEVELOPS A FUTURE-PROOF IT STRATEGY

“Planning is bringing the future into the present so that you can do something about it now” - Alan Lakein, author How to Get Control of Your Time and Your Life

Operating in a rapid growth services industry, Akiko’s client needed an IT plan that would address current issues and provide a sound roadmap for their future expansion. *“We relied on Akiko to develop the strategy, which would deliver high availability and excellent performance of critical business systems. We needed to improve levels of customer service, while controlling and reducing IT expenditure as the company expanded”, said the CIO.*

Initial investigation by Akiko consultants identified the company’s key IT objectives of

- Control of IT operational costs
- Improved customer retention capability
- Delivery of an improved end user experience
- Maintaining a highly motivated, skilled and productive technical staff

Akiko’s development of the IT roadmap included the review of the existing IT infrastructure combined with evaluation and introduction of new technologies to enable the continued achievement of these key objectives into the future.

The evaluation included rationalisation of maintenance procedures, elimination of duplicate applications and making full operational use of existing assets without increasing licensing costs, evaluation of outsourcing opportunities to provide significant operational advantages and cost benefits. Techniques devised to improve delivery of IT services included the upgrade of infrastructure to provide redundancy capabilities, incorporating tools for availability and performance measurement, ensuring high levels of staff motivation through skills analysis and training programs, and the introduction of business intelligence and decision support applications.

“Akiko’s knowledge and experience provided us with the techniques to reduce IT expenditure through the evaluation of existing software and hardware assets. Using Akiko Business Consultants was cost effective and provided us with a professional and impartial analysis of our systems,” said the CIO.