IT Consolidation and Rationalization

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- 40 acquisitions in 10 years
- 1 integration per quarter
- Application/Data Center / Network / Facility / Staff consolidation
- Over $300M savings

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- $500M consolidation savings
- Built three Global Data Centers (One in Each region)
- Shut down one data Center per month for 5 years
- Built TO BE business model / Application rationalization plan

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General Best Practice

- Understand cost per unit
- Implement ITIL process in transition
- Reverse ROI on ALL solutions

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HELP DESK

- Understand cost per channel
- Drive to self serve solutions
- Implement 360 review process
- Drive to 50% reduction in calls
- Don’t outsource until best practice implemented

APPLICATION

- Should be able to drive 40% savings
- PMO best practice a must
- Reverse ROI ALL applications
- Move to Next GEN Architecture

VOICE / WAN

- Need Application strategy first
- Need full user experience vision
- BYOD and consumer applications will have significant impact
- Drive to cost per unit

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