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IT transformation is used to improve the efficiency of the IT organization. New CIOs often take one of two paths - both with some level of risk: 1) quickly making changes in the IT organization or 2) waiting and slowly making changes. The best CIOs move as quickly as they can to effect change and they continuously consider changing business strategies and their impact on the IT organization, infrastructure and environment. Most effective IT organizations are making medium to significant change every 18 months.

TENACITY Unlimited can help you by:

1. Helping assess and implement changes to keep aligned with evolving business requirements
2. Coaching key personnel to become the role model by "walking the talk".
3. Setting clear expectations and monitoring results to ensure successful transformation
4. Rolling up our collective sleeves to "make it happen"

IT Organizational Analysis

Are you considering a reorganization of your IT department? Do you sense inefficiencies in the current set-up? Have you been dissatisfied with the teamwork and/or heard complaints from your colleagues and others?

A re-org sometimes makes sense but sometimes it can create problems. Issues arise because of team composition and capability or because of the infrastructure and spending level (over or under) that creates an untenable environment.

IT organizations require a different approach to organizational changes because they demand a concurrent look at business/IT alignment, technical trends/strategies, as well as traditional capability assessments.

Understanding the root causes and taking necessary corrective actions can reap benefits within weeks.

TENACITY Unlimited helps you by:

- Providing an impartial assessment of your organization, system and application infrastructure, user expectations and staff capability (gaps and overlaps)

- Recommending performance improvement plans, staff augmentation and/or strategic hires to optimize your capabilities
- Recommending organizational structure and improving how your IT organization functions and interacts
- Focusing the entire team on aligned business and system strategies
- Removing destructive cultural behaviors and improving the way your people perform and think about the organization
- Rationalizing work-efforts and "taking the best, leaving the rest" in traditions, attitudes, and processes during integration of new companies/business units

Business Process Optimization

Do you need basic documentation to be SOX, HIPA, or audit compliant? Does it take too long to get basic work done because of inefficiency in the process? Are your employees requesting additional help or complaining about "drudgery" work. Many business processes have grown awkward or incompatible with good processes because of lack of attention and/or lack of time to correct it.

During business and/or IT transformation, it is a good time to address these fundamental processes and optimize them. **TENACITY Unlimited** helps you by:

- Reviewing and/or documenting your processes and control points and looking for potential places to further improve the effectiveness and efficiency
- Verifying that the processes run more smoothly with better visibility, notification, & escalation
- Verifying that the expected ROI exists and can be articulated in the outsourcing areas to be considered
- Creating a specific timeline and plan for implementation and expected results in additional areas by clearly defining the objectives and potential pitfalls of the outsourcing project to help you avoid the mistakes that often cause delays
- If you choose, we can provide you with a specific proposal and ROI to determine if process automaton with Digital Outsourcing (DO) or traditional Business Process Outsourcing (BPO) is right for you.

Regardless, you will end up with compliant documentation for your operational requirements.

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Outsourcing (On-shore and Off-shore)

Are you contemplating moving On-Site work Off-Site, Near-Shore, or Off-Shore? There are specific steps to take to insure that you are successful. Be careful! We can help you set-up and execute a plan that works for your requirements. We can help you with each step.

We have been involved in IT(ITO) and Business Process Outsourcing (BPO) as well as local recruiting for more than a decade and helped clients' set-up offshore centers in India, China, and Philippines. **TENACITY Unlimited** helps to:

- identify key success factors, skill-sets, timing and approaches
- Determine viability of off-shore work versus on-site alternatives
- Identify, qualify, and potential off-shore vendors
- Facilitate bid and selection process
- Review/set correct contract, IP protection, and staffing level
- Manage transition with clear status & metrics

Depending upon where you are in the outsourcing lifecycle, we will provide roll-up-your-sleeves help to get the most for your effort and investment. We generally review the current situation and provide a fixed price offer to address the specific requirement you have.

Depending upon the need, one or more of the following four activities may be suggested:

Discovery

Through interview, performance appraisals, and interactive strategy sessions with **TENACITY Unlimited** experts, alternatives are identified and short-term

“quick” hits and longer-term ROI plans are outlined for you. Typically one or two weeks in duration, these engagements require only a modest investment to get you started. Our goal is to help determine potential impediments early in the cycle and to create strategies to address them so they do not become large problems and/or show-stoppers down the line.

Due Diligence

The most important aspect of outsourcing is the selection of the right project, location, partner, and approach and this requires due diligence.

When considering off-site/off-shore outsourcing, many other “risks” need to be considered, such as country stability, your reputation, tax and compliance, credit, and security. **TENACITY Unlimited** consultants work with your team to ensure that the right issues are brought forward, discussed and concluded with full-disclosure and documentation.

Pilot(s)

We will identify one or two pilot programs and multiple outsourcing vendors to “test” the outsourcing plan and how it will fit within your organization.

With this structure in place, we help implement and evaluate the pilot to validate ROI, select the final vendor(s) and tweak the plan for further deployment.

Deployment

Deployment services are designed to assist you in managing risk and supplementing your team for the transition duration, including: program or project management, SLA creation and vendor negotiation, cultural training and coaching, SLA monitoring set-up and support, and finally post-implantation review, troubleshooting, and ROI validation... we can provide the staffing should you need this help in the short or medium term.

