



Taking IT to a New Level

CTG enables major chemicals and health care firm to redeploy strategic internal resources

Business Background

A U.S.-based subsidiary of a major international corporation specializing in health care, chemicals, and imaging technologies decided to launch several major systems development initiatives. However, it found that the internal information technology (IT) resources it would need to deploy on those development projects were being consumed by day-to-day support of legacy applications. Realizing that it needed to free those resources in order to achieve its strategic goals, the company turned to CTG for assistance.

Business Objectives

Besides its main goal of enabling its internal IT talent to focus on important new projects, the client firm asked CTG to help it:

- Focus IT management attention on strategic initiatives
- Reduce ongoing support costs
- Maintain high levels of service to the firm's IT systems users

The CTG Solution

To achieve the client's goals, CTG applied its proprietary application management methodology, Application Advantage. This methodology delivers a high standard of application management excellence through clearly defined processes and procedures, a tight focus on management activities, and rigorous adherence to formal standards. Application Advantage is supported by the

Assureware™ suite of CTG-developed tools that includes:

- TeamWork, a Web-enabled tool that supports tracking of all application management activity
- Transmarc™, a system that ensures a complete inventory of application system components
- The Quality Control Log, used to manage and report on quality assurance activities associated with every application software change
- The Application Component Review Workbook, a comprehensive guide to reviewing all aspects of an application
- The Application Catalog, a Web-enabled database that makes detailed information on individual applications readily available

Over a period of five months, CTG assumed primary responsibility for a portfolio of 32 applications. The portfolio has since increased to 65 applications, encompassing virtually the entire client legacy application suite. Subsequently, CTG transitioned into the support of non-legacy applications as well.

Business Benefits

CTG supported this company's legacy applications for six years. During that time, CTG consistently provided excellent service to end users while continuously reducing application support costs. Major achievements included:

- A customer satisfaction rating of 90+%, as measured by monthly maintenance coordinator survey responses (The majority of



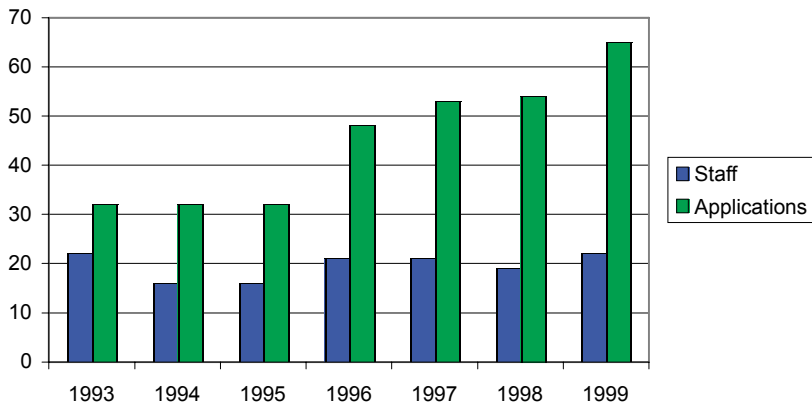
responses are 95% satisfied or better, with many returns at 100% satisfied.)

- Rigorous quality assurance that has ensured rework of less than 5%
- A proactive approach to causal analysis that has eliminated numerous recurring production problems, resulting in a substantial reduction in the cost of day-to-day support
- Improved productivity and effectiveness that has enabled a reduction of approximately 30% in the number of IT specialists required to support a given application portfolio

In early 2000, CTG retained an independent firm to conduct an evaluation of the methods and processes employed on this engagement using the Software Engineering Institute (SEI) Capability Maturity Model (CMM). The engagement was assessed at CMM Level 3, a qualification achieved by only about 15% of all IT organizations.

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The chart below illustrates the impact of the productivity improvements that allowed CTG to expand the scope of applications supported without a corresponding expansion in staffing requirements. The 1993 data represents staffing levels prior to the transition of support responsibilities to CTG.



Backed by 37 years' experience, CTG provides IT staffing, application management outsourcing, consulting, and software development and integration solutions to help Global 2000 clients focus on their core businesses and use IT as a competitive advantage to excel in their markets. CTG combines in-depth understanding of our clients' businesses with a full range of integrated services and proprietary ISO 9001:2000-certified service methodologies. Our 2,800 IT professionals based in an international network of offices in North America and Europe have a proven track record of delivering solutions that work.

More information about CTG is available on the Web at www.ctg.com.

