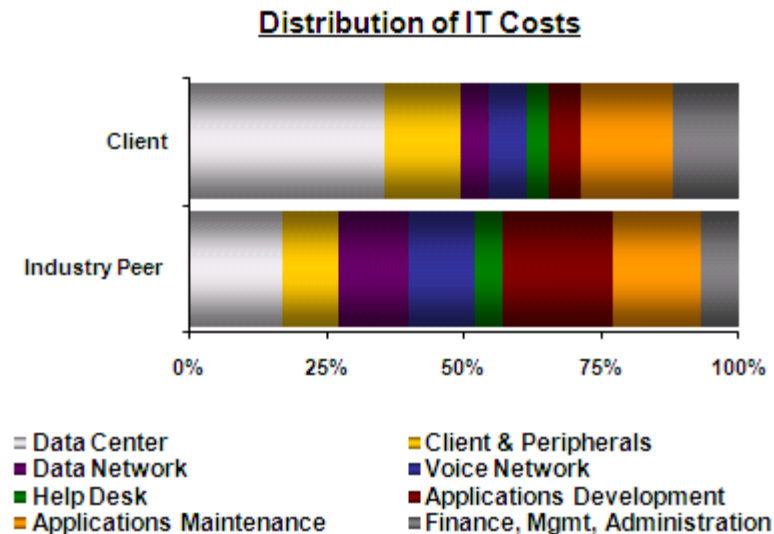




Gartner Consulting Case Study: Logistics Organization Ensures Industry Competitiveness

Client Context

A logistics and distribution organization operating in North America understands the benefits that can be obtained from an effective continual improvement program.



Client Challenges

- Ensure IT competitiveness in the industry.
- Identify opportunities to improve performance.
- Create a foundation for a continual change/improvement program.

Gartner Approach

- Baseline IT performance against peer industry organizations using Gartner benchmarking methodology.
- Identify gaps, efficiency opportunities and areas for improvement.

Benefits Achieved

- Provided a graphical comparison of total spending and staffing level efficiencies compared to peer industry organizations.
- Identified areas where client should:
 - Obtain an understanding of why the low investment in IT spend yet high spend per employee. This indicates the need to determine if business needs are being met. Undertaking a customer satisfaction survey can help.
 - Seek to identify and control shadow IT spending and staffing.
 - Investigate potential cost savings opportunities associated with the Data Center and Finance, Management & Administration areas of IT.