

Case Study: Process Re-engineering



AWI Consultancy

Situation

- Inefficient server decommission process resulting in lead times upwards of 2 months for server removal

Tasks

- Improve end-to-end server decommission times
- Present procedure for EMEA-wide adoption
- Adhere to audit and external data security standards

Actions

- Collected requirements through information gathering from all technology units
- Carried out step-by-step analysis of current process
- Secured buy-in from technology management
- Recommended improvements in data centre procedures
- Project managed changes to operational process

Results

- **50% reduction in decommission end-to-end times**
- **Adopted as EMEA standard in controls and compliance procedures**
- **Reduction in clients' operational and capital expenditure**

