



The clear path to successful IT management.

IT Organizational Optimization

Introduction

David's Bridal, headquartered in Conshohocken, PA, is the number one bridal retailer in the world with approximately 8000 employees supporting over 300 stores globally.

Objective and Solution

David's Bridal was looking to increase the overall performance and development of its IT organization through a series of improvements relating to process, governance and implementation of new technologies.

VerisVisalign provided the following services:

- **ITSM Assessment:** Using VerisSIM, provided detailed reports on current and future state processes for Incident Management, Problem Management, Request Fulfillment, Knowledge Management, and Service Level Management. Gaps discussed and service improvements road-mapped for implementation.
- **Skills Assessment:** We held extensive interviews with IT staff and management to identify current abilities and skill gaps existing in relation to the new environment. Reviewed new role descriptions for the organization, matching existing skill sets and individuals against roles to determine where team members are best suited and where educational roadmaps were needed.
- **Service Desk Tool Comparison:** We compared the existing Service Desk tool against industry leaders and standards to determine any gaps in existing system, whether or not a new system should be considered, and which system would best serve.
- **Service Desk Consolidation:** We developed a roadmap for aligning and consolidating IT support services creating higher response and cost efficiency.

Results

- Roadmap created for moving the IT Organization to enhanced future state
- Decision criteria for new tool go/no go
- Improved IT processes with quicker response to Incidents, and elimination of recurring incidents, through effective Problem Management
- Flexibility to implement and integrate new technologies in a seamless fashion
- Development plans created for IT staff to ensure that they are growing skills needed by the consolidated or-

What Made the Difference?

- IT Service Management Experience and Acumen
- Proprietary VerisSIM software & services, for speed and accuracy
- Team understanding of existing culture and environment
- Accurate expectation setting

Services Provided

- Project Management
- IT Service Management Consulting
- Process Design, Optimization, and Implementation
- Infrastructure Analysis and Optimization
- Microsoft Technology Consulting

