

World's Largest Beverage Company Cuts Costs and Gains Efficiency

Quinnox helps major global company streamline and update their application portfolio to meet budget and adopt leading application maintenance practices.

Customer

This company is the most recognized name in beverages, and a global food and refreshment industry leader.

Challenge

Business cost pressures mandated a reduction in IT costs, plus the company had a corollary goal of accelerating the adoption of best practices to increase the overall quality of service

Solution

Quinnox was able to implement an AMS solution that helped streamline and optimize their application portfolio, which included 112 applications and 19 different technologies.

Results

Outcomes included overall reduction of TCO, while achieving significant improvements in quality and productivity.

The challenges of being the largest

With bottling, distributing and marketing operations throughout the world and revenues well into the billions, the world's largest beverage company must manage operations that involve a high amount of complexity. That's also truer in the process execution, ongoing management and necessary maintenance of the company's significant application portfolio.

The sheer number of applications—many of which were redundant or outdated—was the impetus to consolidate and gain greater value from their IT investments. This was particularly important as the company embarked upon an internal restructuring.

So several years ago, this global powerhouse sought to realign their application portfolio, and needed help in assessing and analyzing variables like the quality of support, application value and innovation of their IT assets going forward. They were also seeking a way to reduce IT costs due to business cost pressures. Accelerating the adoption of best practices to increase overall quality of service was another high priority.

Quinnox AMS solution helps the company move forward

With so many applications, vendors and complexities within the IT landscape of this major global corporation, it was critical to have a thorough and comprehensive plan for scrubbing redundancy, improving efficiency, cutting expenditures and improving support levels. As importantly, an experienced and expert team was needed that could execute on the plan, quickly and efficiently.

Leveraging their deep, industry-leading experience in Application Management Services (AMS), Quinnox created a results-focused solution for this company that encompassed three phases over a period of 24 months. With a delivery model that included a global team of fifty AMS experts, and a plan that accounted for a restructuring of a business unit into two entities, Quinnox helped this company define a strategy for reducing the number of applications the company needed. All this was done while ensuring no loss of business interruption. In addition, the goal was to gain a year-over-year improvement on service delivery and scope.

Other details about the Quinnox AMS solution:

- ▶ **Encompassed 112 applications and 19 technologies—down from 180 applications**
- ▶ **Level 2 and Level 3 support provided**
- ▶ **Enhancements to applications were made**
- ▶ **116 applications and over 20 technologies were divested as a result of the restructuring**

A leaner and more cost-effective application portfolio

As a result of the Quinnox AMS solution, the world's largest beverage company was able to achieve an overall 11% cost reduction in their maintenance and support spend. In addition, they gained a year-over-year improvement on service delivery, while increasing the effectiveness of their application portfolio. Quinnox was also leveraged as an incubator for leading applications innovations, such as a successful conversion of Lotus Notes to Salesforce.com.

This major corporation was able to meet their application management goals in an aggressive timeframe. In addition, the AMS solution also helped restructured entities to be ready and able to succeed in their respective markets with full and improved business functionality. Quinnox proprietary tools and a proven optimization model helped accelerate the project, ultimately resulting in reduced technology complexity and increased value creations, as well as simplified and unified application management.

The seamless execution of the project helped the company to hit that elusive mark required by most IT departments today—do more with less. With the help of Quinnox, they were able to satisfy the growing pressure to reduce costs while increasing the quality, productivity and reach of technology to support the business. With an optimized application portfolio, this company has also increased their ability to deploy additional technologies that could support and improve their respective businesses in the future.

THE BOTTOM LINE BENEFITS

- ▶ **Reduced overall cost by 11% in maintenance and support spend**
- ▶ **Lowered overall TCO**
- ▶ **Gained year-over-year improvement on service delivery**
- ▶ **Helped reduce supported applications from 180 down to 112**
- ▶ **Increased value from a streamlined, optimized application portfolio**