FTSE100 mining group's IT improved following the delivery of an organisational transformation project

A FTSE100 global mining group, as part of their organisational transformation project, included a Business Intelligence system for global reporting seeing them receive cost savings of £477,000 in one year.

Background

The FTSE100 global mining group ('the group') has grown rapidly over the past ten years and today boasts a multi-billion pound turnover. As a result of its rapid expansion, it has become increasingly necessary for the group to be as operationally efficient as possible and to adopt a slick change management process.

To resolve its issues and to provide a solid foundation for growth, the group recognised the need to hire an IT specialist to improve operational efficiency, increase security, improve communications and to provide support with operational transformation.

The operational transformation involved a number of projects over the space of a few years. We provided them with the development of a Business Intelligence system for global reporting, websites as well as intranets.

Retaining Advanced's Services

Change management was a huge focus for the group and we were asked to spear- head an organisational change project which involved management of the group's core worldwide IT infrastructure. The project was delivered in just three months.

The group had offices in 19 different countries which were all using the same IT infrastructure, but their reporting was all separate. This meant that their reporting methods were long, difficult and didn't align. They wanted their reporting to be a global function and to be able to compare each location.

They required a mechanism to distribute the global reporting pack, consisting of 250 separate reports, sourced from multiple sources (some in-house, some on-line resources). The solution was to build a data mart, enabling the monthly reports to be created and distributed securely and then for management to review and modify source data to 'model' changes to see the potential effects on their performance.

Nathaniel Suda, Consulting Director from Advanced says, *"The group needed to improve how its global infrastructure was managed while enforcing best-practice methods around the auditing process and so we were contracted to manage an organisation-wide change project."*

Client >
A FTSE100 Global Mining Group

Sector >
Mining

Project >
Transformational Project

The business has gone from having no application capability to a much more sophisticated and robust infrastructure."

Nathaniel Suda >
Consulting Director >
Advanced

CASE STUDY

Mining groups organisational tranformation project

It was recognised that a business intelligence application needed to be at the centre of the operational change. This application was based upon the SharePoint framework which we created, designed and developed.

The goal of the project was overall cost savings for the group, and so after careful evaluation of existing in-house and leading commercial business intelligence software, the Microsoft Business Intelligence stack was selected. The Microsoft Stack offered remarkable cost savings compared to other vendors, allowed the group to utilise their existing investment in SharePoint and SQL server, and offered the lowest TCO of products evaluated.

The project was delivered within three months, and a payback period of under one year.

By providing the group with application development and strategic direction on how to manage its core worldwide infrastructure, this has enabled £477,000 cost savings, improved transparency, enhanced operational capacity and their IT security to be stronger than ever before.

Continuing the Organisational Transformation Story

The group contracted us to lead several projects in Application Development and Business Intelligence (BI). We were selected because of our broad range of experience with BI consultancy, operations management and web-based development. Following the business intelligence success, we undertook was a global rebrand of the group's 70 external and 30 internal websites.

Suda explains, *"Before we were contracted, the group was struggling with its websites. The look and feel of the sites were inconsistent and the content was being updated irregularly. The sites were also complex for staff to use, especially non-technical employees. There was therefore a strong business case to overhaul the websites, particularly as transparency and information flow were so key to the success and growth of the company."*

We successfully completed the global rebrand on time and to budget and as a result, the group's internal and external communications improved drastically. The websites are now user-friendly with a uniform and professional look and feel.

Following the success and quick turn-around of the website project, we were engaged as a strategic partner to manage a portfolio of applications projects. Five of our consultants were based permanently at the group's offices, overseeing up to forty projects (with ten to twenty projects being live at any one time).

We provided project management, technical architecture, consulting and IT strategy advice in the areas of Microsoft SharePoint, bespoke business applications, the project server and business intelligence.

Suda comments, *"The business has gone from having no group-level application capability to a much more sophisticated and robust infrastructure."*

A results-focused partnership

We have, to date, successfully delivered projects for the group totalling £1.5 million. This includes 45 strategy and transformation projects which have improved organisational efficiencies and capabilities, communications with external stakeholders and IT security. The group has also benefitted from hundreds of thousands of pounds cost savings.

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