

CASE STUDY

SERCO

serco

## Project & Programme Management: Delivery Services

Industry: Public Services

## Client: Serco / London Borough of Ealing

### About the Client

Serco is a service and outsourcing company and has been delivering essential public services for over 50 years. Serco provides services in IT and BPO outsourcing, local government, home affairs, defence, science, nuclear, health, education, welfare to work and to the private sector.

Obaforte Consulting was engaged to help deliver a number of projects for the London Borough of Ealing.

### The Challenges:

The end client needed to:

- Improve their solution and delivery process. This would ensure that projects deliver value for money and are also delivered on time and to budget
- Standardise a number of their business processes such as in procurement, invoices processing and online payment management
- Improve flows traceability in revenue and recoveries (invoices and debt recovery)

### Obaforte solution:

Our consultant ensured that the following steps were well defined and followed:

- Redefine the target and analyse the solutions with the architectural and analysis team with regards to the business priorities and budget constraints
- Build the process for the targeted business organisations and analyse business impacts
- Specify the targeted solutions and prepare its deployment in response to business needs and priorities
- Target solution deployment: Change management (including training and communication)

### Obaforte scope

In order to ensure that we delivered success, our roles and responsibilities:

- To produce project and delivery feasibility study, business case and Project Initiation Document (PID) for various projects
- Managed delivery Project plan, resource scheduling, P&L, budget, and risk register
- Managed and delivered business applications and infrastructure projects
- Managed 3rd party relationships; BT, IBM, Dell and Civica ICON
- Managed project changes and scope through appropriate impact analysis
- Managed a team of Project specialists, for example, Network, Server and Firewall Engineers

## Obaforte achievements

We successfully delivered the following projects :

- **Online Payments:** LB of Ealing's Online and Automated Telephone Payment. The estimated income from this solution was estimated at £2 million per annum
- **IBM AS/400 Server consolidation and decommissioning:** To consolidate and decommission existing IBM AS/400 servers. The identified operating cost savings was estimated at 100k per annum
- **Northgate HR Self-Service Implementation:** To implement required infrastructures for the deployment of HR self-service to over 4,000 employees
- **Infrastructure and Finance Applications upgrade:** To implement LB of Ealing's cash office workstations and finance application upgrade.

For more information on our delivery services, do contact us.