

Industry

Storage and Data Management Solutions

Client Profile

This client creates innovative storage and data management solutions that accelerate business breakthroughs and deliver outstanding cost efficiency. The company brings together the world's most creative and dedicated people to help their clients affordably store, manage, protect and retain their data. Having an ability to innovate and anticipate the ever-changing needs of the industry has helped them grow as an industry leader with over \$3B in revenue and more than 130 offices worldwide. They partner with global industry leaders to make sure that they acquire the industry's best people, processes and products to accelerate and maximize the return on IT infrastructure investments.

Build Engineering Backlog Relief

Success Highlights

1. Eliminated backlog of ~100 critical IT projects in just 12 months
2. Taos' focus on projects allowed client resources to shift focus to building repeatable process and documentation
3. Contributed to standardized architecture run books with successful hand-off to operations
4. Helped define the role of Technical Project Management

Taos Service Areas Deployed

Interim Talent

- Enterprise Architecture
- Project Management
- Technical Management
- Unix System Administration
- Windows System Administration
- Networking
- Storage
- Database Administration

Situation

After experiencing a period of rapid growth, the client was facing operational struggles as resource constraints and immature processes dominated their IT landscape. The consequence was a backlog of over 100 IT projects from almost every department in the company. If ignored, the client knew internal IT customers would begin to locate external solutions resulting in diminished credibility for IT. This was not an acceptable option for a company with 8,000 employees. As a previous Taos customer, the client turned to Taos for immediate resource support to quickly, effectively and efficiently reduce the backlog and preserve the IT organization's credibility.

Solutions

Taos was able to immediately deploy technical and project management talent across a variety of domains to begin reducing the project backlog. Taos resources immediately integrated with existing client resources to form build engineering teams which would address the growing project queue. Each team consisted of a team leader, a project manager, a Windows expert, a Unix expert, a Storage expert, and a Database expert. Through their collective efforts, Taos and client resources began to identify opportunities for process improvement and standardized architecture. With Taos resources on board to tackle the projects, client resources were then re-deployed to focus on perfecting the operational supportability framework, standardizing the architecture, creating a run book and then handing it off to the operations team to run and support it.

Once the project backlog was depleted and a true partnership was formed, Taos was asked to reassign personnel to serve as technical program managers, business program managers, operations support and engineering resources to continue instilling IT operational efficiencies and sustainability.

Results

Taos' ability to provide a scalable team of senior technical and project management resources allowed the client to eliminate their project backlog. Taos resources also made a significant contribution to the development of repeatable processes and architectural standards for future projects.

Two and a half years into the engagement, Taos continues to provide critical technical leadership on internal IT build projects as well as leadership in the evolution of architecture and governance.

About TAOS

Taos is an IT consulting and services company that has been a part of the Bay Area's IT landscape since 1989. With more than 5,000 successful engagements at more than 1,000 clients, we have the experience and the technical expertise to help you achieve and sustain operational excellence. Our success is built upon the breadth and depth of our technical expertise, flexibility and objectivity – we are hardware and software vendor independent.