

Case Study

IT Cost Benchmark Study

United Biscuits (UB)

Client

Industry:

Consumer Packaged Goods (CPG).

Description:

United Biscuits (UB) is a leading European manufacturer of biscuits and snacks, currently holding an unrivalled portfolio of leading brands, with three of the top five selling biscuits brands, and reaching more than 85% of UK households.

Sponsors:

Chief Information Officer (CIO), United Biscuits
Paul Michaels, Managing Director, UK Metri Measurement Consulting.

Challenge

UB was in the need of an independent benchmarking assessment of its IT cost across help desk, IT operations, network, and desktop.

Approach

Stanian Limited was engaged by Metri Measurement Consulting to provide assistance with interviews, data collection, and conducting a final executive workshop.

The approach taken was to perform a measurement benchmark exercise of their internal processes and costs against peer company profiles.

Project Definition

Key Objectives

- Independent benchmark of cost against peers across service, storage, network, and helpdesk.
- Kickoff meeting and interview of executive team.
- Data capture for benchmarking
- Conduct Q&A review.
- Deliver Executive workshop.

Deliverables

- Independent and detailed comparison of internal processes and cost drivers against peer companies.
- Detailed report of findings, analysis, conclusion, recommendations, and rationale.

Benefits and Outcomes

Actionable advice

- Formal executive workshop for data and results presentation.
- Insight into cost reduction, strategic changes, and outsourcing opportunities.
- Insight on cost structure for decision making.

Final Impact

- Decision was made to purchase United Biscuits.
- Implementation of major cost reducing changes to IT infrastructure and processes.

Testimonials

“Stanian Limited provided expert consultancy advice and guidance into the key areas and issues faced by the IT organization. Their practical knowledge and experience provided sound judgment into the key challenges and roadmap going forward, [...] exceptional client facing skills and we highly recommend their services. We will undoubtedly be using their services again in the future.”

Mr. Bart de Ruijter

Managing Director, Metri Measurement Consulting (Prime Contractor)