

# Case Study

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## Multi-Market Service Stabilization

Building a reliable ITIL-based operating model across 12 European markets.

### Case Facts

- IT Service Manager (Prime Contractor)
- ITIL-aligned operations & transitions
- 30+ productive systems
- 12 European countries
- Financial Services / Automotive

### Key Outcomes

- Stabilised and scaled service operations
- Significantly reduced incident volume
- Improved transparency and management confidence

## Context

A portfolio of business-critical applications supported financing and fleet operations across multiple European markets. These systems were central to dealership sales activities and revenue generation.

Operations were centrally coordinated but executed across different countries with varying practices, providers, and service levels. As the landscape expanded, inconsistencies increased operational risk and made structured service management essential.

## Approach

Led service delivery operations to stabilize the environment and enable scalable execution across markets.

- Established central governance and clear ownership across countries and providers
- Standardised core processes to ensure consistent operations in all markets
- Introduced missing operational disciplines and transparent reporting
- Harmonised country-specific SLAs while scaling from ~15 to 30+ productive systems without disruption

## Results

The service environment was stabilised and successfully scaled, resulting in reliable operations and significantly improved organisational control.

### Improved Service Stability

Incident levels decreased and resolution times improved, leading to predictable and dependable operations across markets.

### Scalable Operating Model

A harmonised service model enabled consistent delivery for more than 30 productive applications across 12 countries.

### Reduced Risk and Complexity

Standardised processes and consolidated responsibilities lowered operational risk and created a sustainable foundation for future growth.