

Case Studies

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.

Large-Scale Service Transition

Delivering complex service transitions with globally distributed teams across EMEA and APAC.

Case Facts

- Transition Manager / Start-up Lead
- ITIL-based service setup & go-live
- China & Spain subsidiaries
- Frontend, back-office & contract systems
- Financial Services / Automotive

Key Outcomes

- Successful launch of new IT services in two countries
- Stable operations from day one
- Significant improvement in support effectiveness

Context

New business-critical systems were introduced for international subsidiaries to support financing operations. The application landscape included frontend sales platforms, back-office processing, and contract management systems.

The services had to be launched within strict timelines while establishing a complete operational framework capable of sustaining long-term business growth.

Approach

Took end-to-end responsibility for the transition from project delivery to live operations, ensuring a controlled and reliable service launch.

- Managed migration, deployment, and go-live of core business systems
- Defined operational requirements, SLAs, and release processes
- Established ITIL-aligned Incident, Change, and Problem Management
- Implemented monitoring, backup, and standardized operating procedures
- Prepared and trained local operations teams for ongoing service delivery

Results

The services were launched successfully on schedule, with fully prepared operations teams and a controlled transition into live environments.

Operational Readiness

Operational capabilities, processes, and support structures were established and validated prior to go-live, ensuring the organization was fully prepared from day one.

Controlled Cut-Over

Migration and activation activities followed a carefully coordinated cut-over plan, minimizing risk and enabling a smooth transition into production.

Prepared Operations Teams

Local support teams were trained, equipped with procedures, and able to handle incidents and changes immediately after launch.

Scalable Service Setup

A standardized operating framework enabled consistent service delivery across both countries and multiple providers.

Collaborative Transition Enablement

Improving collaboration and readiness through agile ways of working.

Case Facts

- Transition Lead / Service Manager
- Operating model preparation for new services
- ITIL 4-aligned transition approach
- Multi-vendor environment
- Pharmaceutical industry

Key Outcomes

- Operational readiness for new applications
- Faster decision-making and issue resolution
- Reduced coordination overhead across stakeholders

Context

Several new internal applications were being introduced to support global IT functions. Project teams, future operations, vendors, and business stakeholders had to collaborate across locations and organizations despite differing processes and priorities.

Excessive coordination loops, slow decision-making, and cultural differences created significant risks for timely delivery and operational readiness.

Approach

Responsibility was assumed to streamline collaboration and prepare the service organization for a stable transition into live operations.

- Coordinated stakeholders across business, IT, vendors, and future operations
- Introduced prioritization mechanisms and visual coordination tools
- Established iterative planning cycles to replace rigid schedules
- Facilitated retrospectives to continuously improve ways of working
- Optimized quality gates while maintaining regulatory requirements

Results

The transition achieved operational readiness through clearer structures, faster coordination, and improved transparency across all parties involved.

Accelerated Decision-Making

Streamlined governance and prioritization reduced delays and enabled faster progress during implementation.

Improved Collaboration

Structured communication and agile coordination mechanisms reduced friction between internal teams and external providers.

Reduced Waiting Times

Better transparency and alignment minimized handover delays and unnecessary escalation cycles.

Business-Critical Service Reliability

Ensuring stable transaction processing in a multi-partner banking environment.

Case Facts

- IT Service Manager
- Production service responsibility
- Integration API for partner transactions
- Multi-partner environment
- Financial Services / Banking

Key Outcomes

- Improved service reliability under live conditions
- Faster incident response and resolution
- Reduced disruptions affecting partner operations

Context

A production integration API handled transaction processing for external distribution partners and connected their systems with the bank's internal platforms. Service disruptions directly impacted partner operations and business continuity.

Frequent incidents, interface issues, and inefficient coordination created reliability risks while new partners continued to be onboarded.

Approach

Improved reliability while maintaining uninterrupted production operations.

- Coordinated incident, problem, and change activities across stakeholders
- Introduced clear prioritization and escalation mechanisms
- Optimized response processes to accelerate issue resolution
- Stabilized critical interfaces with partner systems
- Streamlined communication and coordination across providers

Results

The service became significantly more predictable and capable of supporting ongoing business operations and partner integration.

Improved Responsiveness

Incident response times improved by approximately 20%, enabling faster recovery from disruptions.

Reduced Interface Disruptions

Stabilization measures lowered interface-related incidents by about 15%.

Lower Operational Risk

Clearer coordination and prioritization reduced escalation needs and increased confidence in service reliability.