

Setting up a New Data Solutions Outsourcing Business for a Major UK Technology Infrastructure Group

Business drivers

This case study will be of interest to large corporations across all sectors that need to:

- ▶ Generate wealth from existing and possibly unexploited regulated assets
- ▶ Define and manage activities to take a new corporate venture to market

Client

The Programme Director of a major UK technology infrastructure group.

Client situation

The principal business of a UK technology infrastructure group operated a gas transportation network in the highly regulated gas sector. A number of new revenue generating propositions were developed that involved unbundling physical and intellectual assets and taking them out of the regulatory ring-fence.



The most promising business proposition, a new data solutions outsourcing company, was proving extremely difficult to take from concept to a fully operating business.

Obstacles included:

- ▶ An inadequate knowledge of how to design new businesses and developing appropriate business operating models Incomplete

understanding of how to fully define new services

- ▶ Incomplete understanding of how to map out the system interfaces and inability to align them to core business processes, service levels and KPI's
- ▶ Absence of a change management process

What we provided

A senior consultant developed the proposition for the data solutions outsourcing company, providing professional advice and guidance on the strategic direction, structure, content and management of the programme.

The activities for taking the new corporate venture to market was defined and planned and the programme of work was managed. In particular, support was given in preparing the resourcing, financial and implementation plans covering a number of different commercial, technical, legal and regulatory work streams. This information helped in the request for funding from the executive committee.

Project outcome

The Programme Director was successful in winning multi-million pound funding. The consultant was retained to assist with the management of the first phase and the delivery of critical documentation including an operating model, business design, business processes, service definitions and service level templates.

First year revenues in excess of £50 million were expected on launch.

(A client testimonial letter is available).