

Developing the Technical Strategy for a Major European Telco's UK Mobile and Web Portal Business

Business drivers

This case study will be of interest to senior leaders of businesses split away from their parent organisation but still reliant on it for IT services.

Client

Our project sponsor was newly appointed as the VP for the UK Portals & Audience Business Unit (UK PABU) of one of the largest Telecommunications Companies in Europe.



Client situation

The UK PABU VP had full P&L responsibility for Mobile and Web Portal services however he was constrained by having no ownership or accountability for IT strategy, infrastructure or operations which were still provided by the parent organisation. The parent organisation had also just completed a merger with another UK mobile operator to form a new joint venture communications business serving almost 30 million customers in the UK.

With the PABU's new found autonomy the VP initiated a 90 day strategic planning

programme to create the PABU business plan for the next 1 – 2 years. The programme technology themes concerned the future high level architecture and technical enablers, governance and management of technical delivery and agile working practices.



What we provided

A Consultant was provided to lead the 90 Day Plan technical work-stream. Our consultant planned the work, held meetings with twelve key client stakeholders, and organised six workshops to drive out the future technical strategy.

Project outcome

The strategy focused on the key technical enablers that were needed to support the PABU's business ambitions. It identified that the existing content management system should be extended, rather than replaced and it advised on the new technical components that were needed to be designed and built to meet the businesses future functional and non-functional requirements. The VP was then able to start lobbying his colleagues in the parent organisation's IT services function to include the technical architecture projects on their roadmap.