

Providing a managed service for a mission critical platform

Reducing operating expenditure by 60%

Our client, a global blue-chip organisation, has a core identity and access management solution that is online 24 hours a day, 365 days a year, which is critical to its retail and corporate customers and directly contributes to annual revenues of over £100m. The entire infrastructure, strategic roadmap, support and maintenance, software delivery, testing and associated systems were managed by three separate vendors at a cost of over £4.5m per annum. A blueprint for change was sought; Infinitum offered a compelling solution.

The key success criteria were that the existing responsibilities of the incumbent suppliers had to be handed over with zero impact to live service or the application release roadmap, whilst also reducing ongoing costs by 40%.

On examining Infinitum's innovative proposal, our client selected us to take on responsibility for this key piece of their business infrastructure.

Exceeding expectations

Infinitum took end-to-end ownership of the entire solution and delivered two successive major application releases in record time with no defects - a first in itself. By taking a holistic view of the entire landscape, we were able to not only complete a successful handover from vendors managing development, testing and platform infrastructure, but we were also able to move the roadmap to a new level based on next generation standards. This dramatically reduced development lifecycles and time to market for new propositions.

"Infinitum delivered a highly innovative and strategic Identity Management solution that enabled Vodafone UK to meet key KPIs including rapid time to market, cost efficiency and open standards. They always delivered and were keen to go the extra mile, often stepping in to help other suppliers deliver on their requirements. Their ability to look across different Identity Management solutions meant they were always on the front foot in understanding the future strategic positioning of Identity Management"

[Manager - Identity and Access Management, Vodafone UK]

Extending the relationship

So successful was seamless transition of service to Infinitum, that we were asked to take responsibility for other infrastructure, systems and applications and to provide 2nd and 3rd line support. We were able to do this and offer sustained benefit, because of our deep technical skills, our ability to cover a large range of technologies and because we always take full accountability.

"We don't have to closely manage Infinitum, they have excellent end to end knowledge of our systems which most suppliers don't have and they are in the war room within 10 minutes if we have a major incident."

[Service Operations - Vodafone UK]