

IT Wellness Check™ Aligns IT with Business Units



Client: Keir Educational Resources

SITUATION

Keir Educational Resources had an IT development project that was 6 months behind. They lacked confidence that IT could support the business growth they were achieving, let alone deliver the new custom ERP system. The management team was unclear about the condition of their hardware infrastructure and about the size and roles of their IT staff.

ROI

For every dollar invested in the IT Wellness Check, Keir achieved a return of \$10 dollars.

SOLUTION

STAR BASE conducted an IT Wellness Check™. We quickly determined that even when completed, the new custom ERP system would not meet Keir's business needs. One of the recommendations was to stop development of the custom ERP system and search for a suitable commercial off-the-shelf package.

The hardware infrastructure had more than enough capacity. Although the IT staff followed vendor recommendations for third party software, STAR BASE identified that the network was over architected. Keir saved thousands of dollars by not buying more equipment and in fact was able to reduce the number of on-line servers.

STAR BASE was able to better define the roles of each person in the IT department and determined that there was not a need to replace the current staff.

STAR BASE resolved communication issues between management and IT, and increased performance without loss of IT personnel. STAR BASE reduced Keir's operating expenses by removing unneeded network infrastructure. STAR BASE helped Keir by demonstrating the business need for effective back office software, instead of investing in a custom application that was not supporting their business.

CLIENT RESPONSE

“STAR BASE gave me so much insight that I now feel confident that IT can support us with our growth plans. STAR BASE elevated the professionalism of our IT staff”

Henrietta Nye

