

## Case Study: RL Drake

### STAR BASE Leads RL Drake to Ongoing, Significant Savings through AS/400 Management

**Situation:** RL Drake's IT department was faced with the need to reduce full-time staff and cut costs. They also needed to ensure IT remained an integral, supportive function within the company. Not sure how to achieve these objectives, they turned to STAR BASE Consulting.

**Solution:** During an analysis of RL Drake's organization, infrastructure and business goals, STAR BASE quickly saw an opportunity to achieve RL Drake's intended objectives. By outsourcing the maintenance and enhancements of its AS/400 system, RL Drake could save half of their personnel budget. RL Drake agreed with the recommendation and chose STAR BASE over two competitors to transfer the management of its AS/400, eliminating a costly, full-time AS/400 position.

Today, STAR BASE provides operational support 24 hours a day, seven days a week, solves on-the-fly issues, answers user questions and takes care of specific maintenance needs. STAR BASE also continues to make recommendations to further enhance RL Drake's use of their AS/400 platform.

**ROI:** RL Drake has exceeded the goals it set out to accomplish with STAR BASE in a short period of time.

They immediately began to realize an ongoing ROI of more than half the cost of an FTE. Although RL Drake had a complex system, STAR BASE was also able to come up to speed in record time, minimizing lag time and customer inconvenience.

"My objective was to keep my operations running and thus far, my operations have not shut down. STAR BASE is fully covering our operations, addressing issues and answering user questions. They have spread the knowledgebase of our AS/400 among their specialists and they are keeping us running smoothly 24/7," shared Mike Brubaker, Vice President of IT for RL Drake.

RL Drake continues to benefit from STAR BASE's knowledge and ability to pull from best practices, as well as their recommendations for cost-effective improvements to the AS/400.

"I have been impressed with STAR BASE's ability to get up to speed with our company and systems right away. What took a full-time employee two years to fully understand has taken STAR BASE very little time. Their services have saved me slightly more than half the costs of a full-time employee thus far—and these savings are ongoing," concluded Brubaker.

STAR BASE Consulting, Inc., is a Cincinnati IT solutions firm that helps companies align IT with business objectives and optimize technology investments. Leveraging deep business application experience in our clients' markets, we deliver Strategy and Assessments, Technology Solutions and IT Talent on Demand. Our clients benefit from increased productivity, reduced waste and lower costs, greater efficiency and a technology solution that fuels greater revenue and profit. For more information, please contact us at **513-245-0400** or visit our Web site at [www.StarBaseInc.com](http://www.StarBaseInc.com).