EKSELENS CONSULTING · CASE STUDY

GLOBAL ENTERPRISE TECHNOLOGY OPERATIONS

Enterprise transformation across a large multi-vendor technology estate

1,000+

Staff transitioned while maintaining continuity

Multi-vendor governance
Enterprise operations
Service modernisation
Transition management
Executive control

The business situation

A large enterprise technology environment required stronger control across applications, infrastructure, delivery teams, suppliers and business stakeholders. The estate was complex, highly interdependent and operationally important. The organisation needed to improve confidence in delivery while managing supplier accountability, service risk and major organisational transition.

Why it was complex

- Multiple suppliers, applications, data centres and delivery teams had to be coordinated.
- Technology performance was visible to senior business leaders and operational users.
- Transition activity had to be managed without destabilising live services.
- The engagement required commercial, operational, people and governance judgement.

What changed

Senior leadership strengthened executive governance, clarified decision rights, improved escalation management and created better visibility of performance, risk and dependencies. A major staff transition was managed with a focus on continuity, accountability and service protection.

Commercial and operational impact

More than 1,000 staff were transitioned while maintaining service continuity. The work improved governance discipline, supplier accountability, transformation control and confidence across a complex enterprise technology estate.

Delivery moves

- Established clearer governance forums, service controls and executive reporting.
- Tightened supplier accountability around service performance, risk and delivery outcomes.
- Created more disciplined escalation and decision routes for complex dependencies.
- Managed transition activity with continuity, people impact and service risk explicitly controlled.
- Connected transformation activity to measurable business and operational outcomes.

Evidence of value

- 1,000+ staff transition managed while maintaining operational continuity.
- Enterprise estate complexity spanning large application, infrastructure, data centre and supplier dimensions.
- Strengthened executive visibility of performance, risk and delivery confidence.
- Improved operating rhythm across client, supplier and delivery communities.

WHAT THIS PROVES

Large-scale transformation is an orchestration problem. Ekselens is able to bring control where people, processes, suppliers, technology and commercial constraints all intersect.

Relevant Ekselens services

Governance, Assurance and Reporting | Supplier, Contract and Vendor Management | Operating Model Design | Programme Recovery | Service Transformation and Service Improvement

KEY TAKEAWAY

Outcome-led transformation: stabilise the core, simplify delivery, strengthen governance and make benefits visible.

NEXT STEP

Book a discovery conversation

A focused conversation will help us understand your context, identify the right starting point and define practical next steps.

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Technology-driven transformation. Practical delivery. Measurable value.