

CTG Leads EVS to Improved Operational Efficiency Through Atlassian ITSM Tool Implementation



Reliability Matters



Our Client

EVS is a globally recognized leader in live video technology for broadcast and new media productions. Their passion and purpose is to help clients create immersive, engaging stories. Through a wide range of products and solutions, EVS delivers the most gripping live sports images, trending entertainment shows, and breaking news content to millions of viewers every day—in real time.

Challenges and Objectives

To safeguard their leading role in the market, EVS sought to increase the service efficiency of their Information and Communications Technology (ICT) and Facilities departments. Both needed to optimize the management of daily operations by enhancing their control of the delivery chain. Given these complementary goals, the initiatives were addressed together using a streamlined approach that focused on maximizing customer benefits.

The initial business objective was to enhance the transparency and effectiveness of ongoing activities. To increase the departments' efficiency and optimize customer delivery capabilities, EVS needed to align operational processes with standardized service activities. EVS sought a partner to guide their organizational transformation journey toward operational excellence and integrate the best tool for achieving this goal. Moreover, this partnership needed to result in a practical approach, meeting EVS' ability to absorb new workflows into their daily practices.

CTG's Solution

To drive the desired operational transformation across EVS' departments, CTG proposed implementing the Atlassian stack, a suite of enterprise DevOps tools that was already used in other parts of the organization. The stack, which includes Atlassian's Server products and supporting Add-ons, helps teams work more collaboratively by breaking down barriers between development, IT operations, and facility teams.

CTG's pragmatic step-by-step approach to the project allowed the delivery to evolve at a pace that was in line with the client's ability to adopt new capabilities. The close collaboration between CTG and EVS throughout the project simplified the final handover.

The project began with an intake phase during which ITIL—a framework of best practices for delivering IT services—was explained in relation to client needs. With a common understanding of terms and principles, subsequent meetings focused on what mattered most—developing a unified blueprint—which formed the basis for the implementation and optimization of the solution.

During implementation of the Atlassian stack, validation stages frequently occurred, allowing new processes to be tested and realigned as needed. Early involvement of the user community further enhanced usability, resulting in an operational environment that is fit for both purpose and use. To address initial improvement suggestions quickly, an Early Life Support (ELS) phase assured that CTG's expertise was available to provide a continued, seamless operating capability.

Results

The resulting improved operational experience, better understanding of effort allocation, and capability to follow up on support requests confirmed that this project increased EVS' process maturity and ability to deliver better services. Achieving these goals enhanced the organization's confidence in extending this efficiency to non-IT services, such as Human Resources.

Using the same tool and a similar approach, EVS set out to standardize the activities required by ICT and Facilities when triggered by the HR department. EVS led this project and involved CTG support as required. Interactions between CTG and EVS were organized strategically to create value, further increasing the delivery speed of project goals. The successful integration resulted in immediate internal improvements due to a standardized set of supporting services to smoothen the involvement of ICT and Facilities when assisting HR with on-boarding, organizational transfers, and off-boarding requests.

EVS' journey toward operational improvement is still ongoing. When they present themselves, new pragmatic opportunities for increased operational excellence will be initiated, and CTG will provide the needed support to ensure the journey proceeds smoothly.



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