

ADM Program

Business Challenge

Our client wanted to perform a formal evaluation, selection, and implementation of a strategic Application Development and Maintenance (ADM) services partnership to transform its IT capabilities, delivery structure and support its aggressive, global business growth.

The key issues that faced our client were:

- Lack of standardized, scalable service delivery and support model across all business applications
- Engaged with a variety of service providers for the augmentation of skills and resources to deliver on strategic projects, various development efforts, infrastructure and day-to-day operational support
- IT support employees performed high volume of time consuming manual tasks on low business value activities
- Multiple incident and request management tools with several intake processes used to support business application landscape of over 200 SaaS solutions
- Inability to measure, monitor and improve on development and maintenance service capabilities

Client & Engagement Quick Facts

- Three month project duration
- 5 leading global ADM service providers participated in RFP
- 200+ SaaS solution landscape across Sales, Marketing, Finance, HR, BI, and Data Services

Our Solution

After defining our client's requirements for future state standard enterprise service delivery model, knowledge management, application development, application maintenance, DevOps, security, reporting and metrics, and resource model, Kenny & Company created, distributed, and managed a formal RFP process with participating vendors. Kenny & Company also developed a data-driven, metrics based approach to evaluate responses and presentations across several business and technology criteria with recommendations to enable CIO decision making and vendor selection.

Business Benefits

With the right partner selected following the formal evaluation process, the new ADM services provider enabled our client's employees to focus on higher value business efforts, established an enterprise-grade service delivery model and support model based on ITIL best practices, obtained access to skilled and specialized resources in a timely manner, and is now able to measure, monitor and continuously improve their development and maintenance services. In addition, through an optimized resource model consisting of onshore and offshore resources, our client gained economies of scale with a 24x7 global support model to service all global office locations.

About Us

Kenny & Company is a management consulting firm offering Strategy, Operations and Technology services to our clients.

We exist because we love to do the work. After management consulting for 20+ years at some of the largest consulting companies globally, our partners realized that when it comes to consulting, bigger doesn't always mean better.

Instead, we've created a place where our ideas and opinions are grounded in experience, analysis and facts, leading to real problem solving and real solutions – a truly collaborative experience with our clients making their business our business.

We focus on getting the work done and prefer to let our work speak for itself. When we do speak, we don't talk about ourselves, but rather about what we do for our clients. We're proud of the strong character our entire team brings, the high intensity in which we thrive, and above all, doing great work.

Who We Are

Partner Led

Our Partners are personally committed to our clients and lead every engagement.

Experience, Perspective and Passion

We average over 20 years in professional services and bring tailored approaches to every client engagement.

Focused, Collaborative, High-Impact

We work side-by-side with our clients in highly focused teams to solve complex business problems.

Client First

Our highest priority is our client's professional and personal success. We believe clients should expect more.

Guarantee Our Work

We guarantee our clients complete satisfaction every engagement every time.

Contact Information

Firm Headquarters

Serving San Francisco, Silicon Valley & Los Angeles

1710 South Amphlett Blvd.

Suite 302

San Mateo, CA 94402

Northwest Office

Serving Portland & Seattle

707 SW Washington St.

Suite 925

Portland, OR 97205

For inquiries: info@michaelskenny.com

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www.michaelskenny.com.

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