

At a Glance

- Benchmarks against peers for cost, technology and process quality
- IT strategy and roadmap built on top of hard facts
- Ent Arc, ERP & ITIL launched

Client Challenge

With over 7000 employees and 36 years of trading, Noonan is the Republic of Ireland's market leader for Facilities Management. As a growing company, and part of the portfolio of a Private Equity group, the client wished to benchmark the IT functions' cost and effectiveness as a platform for future growth.

Due to expansion and acquisition there was a concern at senior management level that they had outgrown the current solutions. Turnstone was deployed to answer this question and provide a roadmap for the future.

Solution

The project consisted of an **IT Benchmark**, then **IT Strategy and roadmap development**.

The benchmark took 8 weeks, with detailed research and questionnaires to collect facts on the current operation, with onsite interviews of key stakeholders.

The scope included applications (suitability now and future), hardware (desktop, server and print), processes (ITIL, helpdesk, quality), staffing levels and IT strategy.

The deliverable report and recommendations were presented to the board and immediately ratified.

The phase 2 **IT strategy** built upon this, with key topics of:-

- Buying **ERP** or make better use of existing applications
- Mobile workforce
- Staffing & organisation
- Detailed ITIL

Outcomes

The roadmap has been adopted by the board, with ERP transformation adopted and deployed. Staffing and organisation has been completed, including the ITIL area.

The ERP project included Turnstone workstreams on business process and change management. These were foundations for the ERP work to 'lock in' the transformation and to objectively review current processes. The ERP project, known as 'One Noonan' achieved and surpassed the key three goals:-

1. To quickly improve customer billing
2. To enable growth through CRM, cross departmental working and operational MIS
3. To increase shareholder value through good processes and systems

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Turnstone undertook an IT departmental benchmarking exercise, which gave us a valuable business case to resource up our department and dramatically improve service delivery. Adopting the recommendations, Noonan IT have implemented the ITIL framework for all internal processes. Turnstone offer a very interactive and vendor-neutral sounding board – we have already engaged them to collaborate with us on several other projects.”

Toman MacGinley, CIO