



Data Center Ops Transformation Planning BridgeView Partners

July 2019



DATA CENTER OPS TRANSFORMATION PLANNING

CLIENT

Global fashion and lifestyle company generating \$9.7 billion in revenue operating across 40 countries.

Dedicated to creating high quality, trend-right products that are complemented by compelling online and offline consumer experiences through each brand's differentiated market positioning and global reach.

COMPANY SIZE: 19,600 full-time & 16,900 part-time (2017)

COMPANY INDUSTRY: Clothing

CUSTOMER SINCE (OR YEAR OF PROJECT): 2019

SCOPE AND DELIVERABLES

Partner with IT leadership to assess the Data Center team's operational model, existing services, tools, processes, staff, and skill sets to create plans to modernize the team's capabilities in support of future growth and business objectives. The engagement was conducted over a six-week period thru day-to-day observations, staff and stakeholder interviews, data analysis, and on-live surveys.

OPPORTUNITIES

- Define the Services that the DC operations team provides – now and future aspirational (roadmap)
- Identify pipeline of technical and service-related change facing the group
- Understand barriers and gaps between current state and desired Global Operations Center end-state
- Build (people) change competency roadmap for those directing the work of others (training courses)
- Create new process around DC ops onboarding and establish continuous process improvement role
- Identify communication, technical, and training needs

RECCOMENDATIONS AND ACHIEVEMENTS

- Provided 30-60-90-day plan outlining quick wins
- Provided a gap analysis on changes focused around people, process, and technology
- Provided a training plan that aligns with the onboarding of future technology
- Provided a (people) coaching plan for Supervisors and Team leads
- Provided a risk mitigation plan
- Provided a 1-year pipeline of change and aligned training that would enable the technology/process transformation
- Provide a high-level 2-3 training and change plan to enable future state requirements