Multinational Energy Services Company

When this company integrated another business, it hired IT services incumbent IBM to plan for and integrate the IT operations, as well as to supply these as a service with minimal impact on the business operations.

The Run services include: Service Desk, Deskside Support, Distributed Services, SW distribution, Service Management, Cloud services, Identify and Access Mgt, Security services. IBM delivered to the client:

- Cost reduction through simplifying IT services to ensure transparent and controlled cost
- A single utility IT service that is stable, robust, secure and scalable
- Increased flexibility and levels of innovation with a focus on adding value to the business
- In year benefits, which the board had committed to in 2018.
- An improved and standardised level of service delivered consistently across the globe.