**Info Systems Organization Report**

The organization I have researched is IBM, which is an international computer hardware company. The main source of revenue for IBM is through technology services and Cloud platforms generating 40 percent of their total income, the company's gross turnover was US$77.14 Billion in revenue and in total assets US$152.18 Billion in 2019.

The Quality Control process at IBM has increased better quality of product and efficiency throughout the organization in all departments. Not only that, the company has analysed their target market and has shown that their business outcomes can be optimized. Improvements in test planning, traceability and automated reporting all ultimately goes a long way in increasing innovative thinking which improves competitiveness when coming up against more other organizations with similar products and services in IBM’s target market.

In a recent case study found on the IBM website under ‘Travel and Transportation’ (URL: <https://www.ibm.com/industries/travel-transportation/freight-logistics>) IBM solved a major cross-border supply chain solution on the blockchain for the Maersk worldwide shipping company. This goes to show the great lengths that this company goes to for their logistics, prioritising quality and efficiency of their products and services located across the globe which boosts their scale of income and international impact. International industries that were affected by the covid-19 pandemic teamed up with Maersk over this period, boosting their multi-national/million dollar company, thanks to cooperation from IBM.

This company is one of the largest employers in the world, they currently have 350 thousand employees working for IBM with operations over 170 countries. The number of screens used by employees at IBM is unknown, but I would have to guess that there are many running servers and 100’s of thousands of screens throughout locations across the globe. Although IBM is a hardware company their main source of income is through software and technology services such as web hosts, and technical support.