

## Drinks Manufacturer 2025

The opportunity to complete an ITSM assessment for an organisation planning to bring IT provisions back in-house. We provided a team of experts to work with the client to identify pain point and challenges with the current process and toolset to determine the first draft requirements. This approach was complemented with best practice requirements, utilising the Lean Tree consultant's expertise in ITIL, ISO20000 and CMMI Maturity.

A comprehensive set of requirements were produced, ranked and agreed with the client, which led to them making an informed decision on the systems used and having a forward-facing view of holistic ITSM planning.