

Transformation from Tradition to Agility:

Dutch leasing organization revolutionizing IT with a future-ready operating model



DLL is a global vendor finance company headquartered in Eindhoven, The Netherlands. DLL is a wholly owned subsidiary of Rabobank Group

Client Objectives	How Accenture helped ?
<ul style="list-style-type: none">• TCO reduction: Year on year reduction of total cost of IT ownership• New to outsourcing: In house IT development & maintenance• Stability of Operations: Service level fulfilment towards business & operations.• Lack of Industrialization: No process/framework to guide IT operations• Reliability & Agility: Commitment on the delivery of the programs/transformation• Cost efficient delivery	<ul style="list-style-type: none">• 8-year managed services deal to mature the IT services of application development & Support.• Rigor in standardization of IT processes with Business & IT.• Established COE for legacy application knowledge management• 4th year of service, pivoting from traditional AMS – AD operating model into Agile operating model.• Framework to scale Agile Maturity from standard to advanced.• 7th year of service, transformation from IT driven to Business-driven agile operating model

Outcomes

38%	TCO reduction for bank through this partnership
40%	Incident Inflow reduction
75%	Priority incident Reduction
67K Hrs	Continuous improvement hours delivered
3600 SP	Delivered Velocity/Year
5%	YoY productivity commitment
100%	IT Compliance
Co-Innovation with DLL	
70%	Reduced in time spent on each customer interaction
60%	Interactions handled through Digital Assistant

100+ Applications Supported

95% On-off mix

99% SLA
98% Availability

CSS>8