



▶ STRATEGY SERVICES

Reliable and efficient performance with high availability, security, and compliance is what an IT infrastructure is supposed to deliver – quality service at the lowest possible cost. We’ve developed a comprehensive IT infrastructure strategy and roadmapping process that allows IT leaders to harness the power of two sources, your capabilities and ours, to increase the performance and efficiency of your IT infrastructure.

Not every company has the capabilities to manage all of today’s infrastructure complexities considering:

- Small teams constantly putting out fires, not impacting business goals
- Aging infrastructure, ill-equipped to respond to a shifting landscape
- Inventory of outdated technology that is costly to keep current
- High maintenance costs eating up limited budget resources
- Inconsistent service levels impacting business operations

Business Efficient IT

Where IT resources - People, Process, and Technology - are more fully utilized with Xigent’s methodology to deliver greater outcomes while minimizing IT cost and inefficiency.

STRATEGY SERVICES



Our Strategy Services stand on a comprehensive Infrastructure Maturity Model. This model identifies the current state of our clients’ IT infrastructure and highlights gaps between an organization’s goals and its capabilities. Once a client’s Infrastructure Maturity has been profiled, we build a roadmap with specific recommendations for enhancing the skills (People), Process and Technology in support of the business’s goals.

BEI.NAVIGATOR

Xigent’s BEI.navigators create a multi-year IT infrastructure roadmap helping clients achieve the optimal service level at the lowest cost. The BEI.navigators process develops goals and evaluates organizational performance along six dimensions of critical infrastructure:

- People
- Process
- Service-level Performance
- Technology
- IT Management
- Budget/Financial Performance

INFRASTRUCTURE MATURITY MODEL

Once an organization's goals have been identified, our team conducts an extensive Infrastructure Maturity evaluation, covering 90+ individual elements across the six dimensions. Through the model, an organization's maturity is assigned one of four maturity levels. During the assessment, the organization's current state is mapped against its IT performance targets. The highlighted gaps identify the areas most in need of improvement.



STRATEGIC ROADMAP

With performance gaps identified, our IT strategy experts work closely with the client's IT and Business leaders to develop a strategic roadmap. The roadmap often covers a 2-3 year timeframe and focuses on moving the client toward a Dynamic IT infrastructure. Critical gaps are prioritized and improvement plans are created, with budgets and people and technology resources assigned to each improvement plan.

The Strategic Roadmap covers four actionable categories of change: People, Process, Technology and Management. Individual dimensions are weighted based on business impact.

BEI. OPERATIONAL MATRIX

Using the completed Strategic Roadmap, our operational experts engage with the client's leadership team and key staff members to execute the plan. The core of this effort is the BEI.Operational Matrix, our proprietary operating model that uses industry-standard ITIL methodologies to manage the complex task of implementing the roadmap.

BENEFIT FROM BUSINESS EFFICIENT IT

Our Strategy Services give clients a practical, actionable plan that closes IT Infrastructure performance gaps and moves their IT infrastructure toward a dynamic, integral position in the business. Regardless of your IT investment, we can create a Business Efficient Infrastructure that optimizes your IT performance and improves outcomes for the business.

Contact us to learn more.