



Case Study



Client Profile

Time Warner Inc. (TWI), the parent holding company for such companies as Warner Music Group, Warner Bros. Studios, Time/Life Magazines, HBO, and Time Customer Service, is one of the world's largest media, entertainment and news organizations.

Executive Summary

TWI re-structured their entire North American IT infrastructure that would realize \$6.8M in annual benefits as a result of DYONYX's "5 Step approach for Re-inventing the Business" methodology that created a set of shared services within the TWI family of businesses. The goal was to provide a set of common support groups that would allow all the business units the ability to share certain support elements. DYONYX completed tasks which included:

- Investigate and Document existing business process within each business unit across the United States.
- Assessment of existing "as is" processes. Help define "to be" processes, overall systems assessment, detailed architecture and recommendation of any new systems required, site selection of the call center and management oversight for the creation, installation and ongoing support of the center.
- Assist TWI in the design of an outsource plan to create Service Level Agreements and determine which areas would be sent outside the organization for support.

As a result of DYONYX's ability to convert the Strategic Vision into Tactical & Operational authenticity, the engagement improved customer service satisfaction by 33% and reduced overall network management and maintenance costs by \$3.2M per annum.



DYONYX LP, is a privately held information technology and management consulting firm dedicated to helping clients across the nation improve their productivity and security and reduce their cost and risk through a proven set of methodologies, extensive experience, deep skills and world class service at reasonable rates. For more information contact: Timothy Barto at: 713.830.5910 or tim.barto@dyonyx.com or visit us on the web at www.dyonyx.com