## Help Though Staff Augmentation

### A Recent Merger

Red Focus received a request from a business partner to help one of their clients. The client is a large global retail company with more than 300,000 employees located in (ADD LOCATION). The company had recently gone through a merger. This required they make changes to their current business contracts and organizational structure.

### A New Vendor

As a result of the merger, a new vendor was brought in to take over their security operations contract. Though the contract is global, the vendor is located in Europe. The European vendor was unfamiliar with the culture, environment, and processes within the US company.

### Communication Breaks Down

The unfamiliarity between the security vendor and the company caused communication to breakdown. The US company expected the vendor to meet standard Service Level Agreements. The vendor failed to meet the agreements because they were not specified in the contract with the company.

The problems between the vendor and the company needed to addressing. Otherwise, the company would likely push to break the contract. Causing them more internal disruption, reduced productivity, and increased security vulnerabilities.

### Red Focus Solution

Red Focus needed to create a solution to benefit all parties. Their solution began by providing an on-site IT Service Delivery manager. The manager would act on behalf of the US company’s needs and manage the security vendor’s services. Then, implement a focused strategy by:

* Targeting key areas of functional improvement
* Following the ITIL (IT Infrastructure Library) method
* Developing a global change management process
* Creating a process to manage problem tickets
* Building relationships between all parties

### Measure of Success

Red Focus measured the success of their solution by the reduction of high severity tickets submitted. The retail company continues to enjoy Red Focus services through IT service management consulting and continuous improvement planning.

Note:

I think it would be a good idea if we could expand more on how RF was able to measure success. What were the critical factors that defined a successful project?

The goal here was to break up the text some. Many people tend to scan content before they actually reading it. By breaking it up and adding the headers it’s for readers to determine what the content is about.

The bullet points in the solution allow for your key actions to shine through without getting lost in a text block.